DOCUMENT RESUME

ED 118 999 95 CE 006 583

TITLE Developing and Testing Simulated Occupational Experiences for Distributive Education Students in Rural Communities: Volume III: Training Plans: Final Report.
INSTITUTION Virginia Polytechnic Inst. and State Univ., Blacksburg.
SPONS AGENCY Office of Education (DHEW), Washington, D.C.
BUREAU NO V022AV2
PUB DATE 28 Feb 76
GRANT OEG-0-74-1738
NOTE 101p.; For related documents, see CE 006 581-582

EDRS PRICE MF-$0.83 HC-$6.01 Plus Postage
DESCRIPTORS *Check Lists; Cooperative Education; *Distributive Education; Food Service Occupations; *Job Skills; Job Training; Marketing; Merchandising; Performance Based Education; Performance Contracts; Pilot Projects; Rural Schools; Salesmanship; Sales Occupations; Secondary Education; Simulation; Student Evaluation; *Task Performance; *Work Experience Programs

ABSTRACT

Volume 3 of a three volume final report presents prototype job training plans developed as part of a research project which pilot tested a distributive education program for rural schools utilizing a retail store simulation plan. The plans are for 15 entry-level and 15 career-level jobs in seven categories of distributive business (department store, food store, variety store, petroleum, restaurant, hotel/motel, and wholesaling). They were constructed for students in a distributive education simulation plan but are also appropriate for students in a cooperative plan. An introduction describes the origin of the tasks contained in the plan and suggests steps for their use. The plan for each job lists specific tasks and related tasks associated with that particular job. Eight columns are provided for recording where the student had experience with each task: class, simulated store, school store, observation, Distributive Education Clubs of America, or on-the-job training (paid or non-paid). Two columns are provided for the student and teacher to rate level of competency development. The first page of each training plan serves as a student contract and indicates the conditions under which he agrees to participate in the training experience. (Author/MS)

****
* Documents acquired by ERIC include many informal unpublished *
* materials not available from other sources. ERIC makes every effort *
* to obtain the best copy available. Nevertheless, items of marginal *
* reproducibility are often encountered and this affects the quality *
* of the microfiche and hardcopy reproductions ERIC makes available *
* via the ERIC Document Reproduction Service (EDRS). EDRS is not *
* responsible for the quality of the original document. Reproductions *
* supplied by EDRS are the best that can be made from the original. *
****

ED118999

FINAL REPORT

Project No. V0224VZ

Grant No. OEG-0-74-1738

DEVELOPING AND TESTING SIMULATED OCCUPATIONAL EXPERIENCES FOR DISTRIBUTIVE EDUCATION STUDENTS IN RURAL COMMUNITIES

Project in Vocational Education
Conducted Under
Part C of Public Law 90-576

The project report herein was performed pursuant to a grant from the Office of Education, U.S. Department of Health, Education, and Welfare. Contractors or grantees undertaking such projects under Government sponsorship are encouraged to express freely their professional judgment in the conduct of the project. Points of view or opinions stated do not, therefore, necessarily represent official Office of Education position or policy.

Lucy C. Crawford, Project Director
Virginia Polytechnic Institute and State University
Blacksburg, Virginia 24061

February 28, 1976

U.S. DEPARTMENT OF HEALTH, EDUCATION & WELFARE
NATIONAL INSTITUTE OF EDUCATION

THIS DOCUMENT HAS BEEN REPRODUCED EXACTLY AS RECEIVED FROM THE PERSON OR ORGANIZATION ORIGINATING IT. POINTS OF VIEW OR OPINIONS STATED DO NOT NECESSARILY REPRESENT OFFICIAL NATIONAL INSTITUTE OF EDUCATION POSITION OR POLICY

CE 006 583

PREFACE

The report of the project, "Developing and Testing Simulated Occupational Experiences for Distributive Education Students in Rural Communities," is presented in three volumes.

Volume I includes the goals and objectives of the project, procedures followed, curriculum for the simulation project, third-party evaluation of the project and summary, implications and recommendations. This Volume also includes a selected bibliography, sample correspondence, sample forms, and a schedule of career progressions in six categories of business.

Volume II includes curriculum guides in the form of Competency Area Packets. Special recognition is due Mrs. Stephanie M. Dowdy, research assistant, for her work in developing the materials in this volume. The volume includes the following Competency Area Packets: Advertising, Communications, Display, Human Relations, Mathematics, Merchandising, Operations and Management, Product and Service Technology, and Selling. A suggested list of instructional materials is also included in this volume.

Volume III includes prototype training plans for 15 entry-level and 15 career-level jobs.

The entry level jobs are:

Department Store	Food Store	Variety Store
Salesperson	Produce Clerk	Marker/Stockman
Stockperson	Cashier	Salesperson
Receiving Clerk	Grocery Clerk	
Display Helper		
Credit Interviewer		

Petroleum	Restaurant	Hotel/Motel
Service Station Attendant	Counter Girl (Boy)	Bellman/Porter
	Waiter/Waitress	
	Busboy (Girl)	

The career level jobs are:

Department Store	Food Store	Variety Store
Assistant Buyer	Head Grocery Clerk	Personnel Manager
Department Manager	Head Produce Clerk	Commission Sales Person
Assistant Receiving Mgr.		
Assistant Display Mgr.		
Assistant Credit Mgr.		

Petroleum	Wholesaling	Restaurant
Assistant or Shift Manager	Route Salesman Vending Specialist	Assistant Manager Host/Hostess

Hotel/Motel

Room Clerk

Volumes II & III were not bound so that curriculum materials and training plans could more easily be duplicated by the users of these materials.

INTRODUCTION

This volume of the final report on the research project, "Developing and Testing Simulated Occupational Experiences for Distributive Education Students in Rural Communities," includes prototype training plans for fifteen entry-level and fifteen career-level jobs in seven categories of distributive business. These training plans were constructed for students in a distributive education simulation plan, but are also appropriate for students in a D.E. cooperative plan.

A prototype training plan is a model training plan that includes specific and related tasks customarily associated with a particular job. In the prototype training plans included in this volume, the specific and related tasks are those which were identified in the Crawford study, "A Competency Pattern Approach to Curriculum Construction in Distributive Teacher Education."(1) In that research, structured interviews were held with full-time employees at entry, career, and specialist levels in selected distributive businesses in a large city, a medium-sized city and a small town in Virginia. The results of these interviews were reviewed by a National Advisory Committee in each of the seven categories of business to evaluate the list of tasks for accuracy and completeness in relation to the job requirements in all parts of the country. These tasks may be evaluated at the local level as the prototype training plans are individualized for each student.

The first step in individualizing a prototype training plan is a review of the job tasks listed on the plan. The student, the teacher-coordinator, and an appropriate individual from a distributive business in which the student has a career interest should add or delete tasks so that meaningful learning experiences may be designed.

The second step is for these individuals to plan where suitable learning experiences to develop competencies to perform these tasks might be obtained. On the individualized training plan students should sign an agreement to obtain simulated and/or real experiences that will develop competencies to perform the tasks detailed on the training plans designed for them. On this plan a check mark should be placed in the appropriate column or columns which indicate where the experiences will take place. The sources of learning experiences listed on the plan are classroom, simulated store, school store, observation, DECA and on-the-job. The curriculum materials included in Volume II provide individual and group learning experiences designed for classroom and for simulation experiences. The learning experiences in Volume II should serve as "idea stimulators" rather than specific learning experiences for every student, because appropriate learning experiences for each student should be designed with that student's career interest as the focal point.

For students in a distributive education simulation plan, skill development will most likely be available in the simulated and/or school store, whereas skill development for cooperative students will most likely be available in the training agency where they receive their on-the-job training. Learning experiences to develop knowledges and understandings will most likely take place in the classroom, although some experiences may take place in the business community through such activities as interviews, observations and field trips. Activities of DECA (Distributive Education Clubs of America) are particularly appropriate for the development of leadership and communication skills. DECA competitive events provide an excellent means of developing and evaluating certain technical skills. Attitudes may be developed in the classroom, in the simulated and/or school store, on-the-job, and through DECA. Every effort should be made to provide experiences with customers in a "real life" situation so that attitudes regarding customer relationships can be developed.

The third step is for the student and the teacher-coordinator to evaluate the development of competencies to perform the identified tasks. If the student has on-the-job experience, the job sponsor should assist in evaluating the student's competence to perform the various tasks. The training plan provides space for indicating in code the degree to which the student has attained competence.

The evaluation of learning experiences should provide a basis for the evaluation of the various competencies. A Competency Record for each job is available through the IDECC System (2). It is suggested that one copy of each job represented in the class be purchased and that the teacher-coordinator make copies for each individual student from that master copy. It should be noted that some of the competencies on the Competency Record will be developed in the first year and others developed in the second year. Since the competency number identified on the Competency Record and the Competency Number indicated in the curriculum materials in Volume II are identical, the teacher-coordinator and the student can easily identify the competencies as they are being developed.

The evaluation noted on the training plan is a performance evaluation and should improve as the student obtains more experience. For this reason, it is suggested that the evaluations be noted in pencil and dated, so that the evaluation can be changed as a higher level of performance is developed.

---

(1) Crawford, Lucy C., A Competency Pattern Approach to Curriculum Construction in Distributive Teacher Education, Vols. I-IV (Blacksburg, Virginia: Virginia Polytechnic Institute, 1967).

(2) Distributive Education Competency Record, Distributive Education Interstate Curriculum Consortium, Columbus, Ohio: The Ohio State University. (Specify Job Title)

PROTOTYPE TRAINING PLANS FOR ENTRY-LEVEL DISTRIBUTIVE JOBS:

DEPARTMENT STORE

SALESPERSON

STOCKPERSON

RECEIVING CLERK

DISPLAY HELPER

CREDIT INTERVIEWER

FOOD STORE

PRODUCE CLERK

CASHIER

GROCERY CLERK

VARIETY STORE

MARKER/STOCKMAN

SALESPERSON

PETROLEUM

SERVICE STATION ATTENDANT

RESTAURANT

COUNTER GIRL/BOY

WAITER/WAITRESS

BUSBOY/GIRL

HOTEL/MOTEL

BELLMAN/PORTER

TRAINING PLAN - SALESPERSON - DEPARTMENT STORE

The undersigned student agrees to participate in simulated and/or real occupational experiences that will develop competencies to perform the tasks detailed on this training plan. These experiences will be under the direction and supervision of the D.E. teacher-coordinator.

Signed _____

SPECIFIC TASKS	Class	Simulated Store	School Store	Observation	DECA	OJT Pd.	OJT Non Pd.	Level of Competency Development E-Excellent S-Superior M-Average U-Unsatisfactory Student	Level of Competency Development E-Excellent S-Superior M-Average U-Unsatisfactory Teacher
1. Keeps stock neatly arranged.									
2. Keeps counters and display fixtures clean and attractive.									
3. Helps with attractively displaying merchandise in the department.									
4. Explains merchandise benefits and its qualities to customers.									
5. Explains care of merchandise and demonstrates uses of merchandise.									
6. Directs customers to other areas and services in the store.									
7. Deals with customers on an individual basis, analyzing their needs and desires, showing and demonstrating merchandise to fulfill their needs, and properly guiding them into the purchasing of the merchandise.									
8. Writes saleschecks quickly and accurately.									
9. Wraps packages.									
10. Replenishes floor stock from a reserve stock.									
11. Rings sales on cash register.									
12. Handles "Closing Out" procedures at day's end - ring off and clear register, total day's receipts, and turn in money to cashier.									
13. Calls credit authorization to approve customer charges.									
14. Suggests related items or accessories.									
15. Calls attention to new merchandise.									
16. Calls attention to sale merchandise.									

SPECIFIC TASKS	Class	Simulated Store	School Store	Observation	DECA	OJT Pd.	OJT Non Pd.	Level of Competency Development E-Excellent M-Average S-Superior U-Unsatisfactory Student	Level of Competency Development E-Excellent M-Average S-Superior U-Unsatisfactory Teacher
17. Trades up during a sale by emphasizing qualities of higher priced merchandise.									
18. Advises customer as to current fashions and styles.									
19. Assists customer in trying on and fitting garments.									
20. Calls fitter or makes appointment for fitting if alterations are needed.									
21. Sells by telephone.									
22. Gives customer cash refund or charge credit on returns of merchandise.									
23. Takes inventory of stock annually or biannually.									
24. Takes stock counts as directed by supervisor.									
25. Informs buyer or supervisor of stocks that are low.									
26. Informs buyer of customer wants.									
27. Trains new salespeople on the job.									
TASKS RELATED TO DISPLAY									
1. Set up department displays of merchandise determined by buyer.									
2. Set up department displays of sale items.									
3. Set up merchandise on shelves or floor attractively and neatly.									
4. Return display merchandise to stock.									
5. Coordinate displays of advertised and featured merchandise.									
TASKS RELATED TO ADVERTISING									
1. Supply customers information on advertised items.									
2. Display advertised merchandise in the department.									
3. Coordinate displays with ads.									
4. Promote advertised merchandise.									

TASKS RELATED TO ADVERTISING	Class	Simulated Store	School Store	Observation	DECA	OJT Pd.	OJT Non Pd.	Level of Competency Development E-Excellent S-Superior M-Average U-Unsatisfactory Student	Level of Competency Development E-Excellent S-Superior M-Average U-Unsatisfactory Teacher
5. Fill telephone or mail orders in response to ads.									
6. Read your own and competitor's newspaper ads.									
7. Shop competitor's advertised merchandise for price, quality, comparison, etc.									
TASKS RELATED TO STOCK									
1. Clean, dust, cover stock.									
2. Check department for depleted stock.									
3. Check stockroom for depleted stock.									
4. Fill in floor fixtures or bins.									
5. Rearrange stock in department.									
6. Take stock counts.									
7. Take physical stock inventory.									
8. Check on and inspect stock for damages or shortages.									
9. Ticket or mark stock.									
TASKS RELATED TO CUSTOMER CONTACTS									
1. Give customers directions.									
2. Make customer exchanges.									
3. Give customer cash refunds or charge credits.									
4. Adjust customer's complaints and grievances.									
5. Gift-wrap customers' packages.									
6. Give demonstrations.									
7. Supply customer with information by telephone.									
8. Advise customer on current fashions.									
Use additional sheets to list other tasks and to provide space for comments by the students and/or the teacher-coordinator.									

TRAINING PLAN - STOCKPERSON - DEPARTMENT STORE

The undersigned student agrees to participate in simulated and/or real occupational experiences that will develop competencies to perform the tasks detailed on this training plan. These experiences will be under the direction and supervision of the D.E. teacher-coordinator.

Signed _____

SPECIFIC TASKS	Class	Simulated Store	School Store	Observation	DECA	OJT		Level of Competency Development E-Excellent M-Average S-Superior U-Unsatisfactory	
						Pd.	Non Pd.	Student	Teacher
1. Arranges stock in stockroom according to predetermined plan.									
2. Checks quantity and condition of incoming stock.									
3. Attaches price tags to stock.									
4. Carries stock from stockroom to sales floor as required.									
5. Keeps stockroom clean.									
6. Helps to rearrange merchandise on sales floor.									
7. Runs errands.									
8. Hangs up garments taken down by sales people.									
9. Fills orders for stock from sales floor.									
10. Reports damaged stock to supervisor.									
11. Reports any error in quantity of incoming stock to supervisor.									
12. Assists in unloading truck on sales floor and placing merchandise on counters.									
13. Assists in taking inventories of stock.									
14. Wraps or packs merchandise for returns to vendors.									
15. Takes merchandise to will-call or lay-away department.									
16. Retickets merchandise.									
17. Takes garments to alterations for pressing when necessary.									
18. Sews store labels into garments.									
19. Makes price tickets for merchandise with correct information.									
20. Makes minor repairs to merchandise.									

SPECIFIC TASKS	Class	Simulated Store	School Store	Observation	DECA	OJT Pd.	OJT Non Pd.	Level of Competency Development E-Excellent M-Average S-Superior U-Unsatisfactory Student	Level of Competency Development E-Excellent M-Average S-Superior U-Unsatisfactory Teacher
21. Assists with customer returns by unpacking the merchandise and returning it to stock.									
22. Returns merchandise to stock from dismantled displays.									
TASKS RELATED TO ADVERTISING									
1. Supply customers information on advertised items.									
2. Display advertised merchandise in the department.									
3. Read your own and competitor's newspaper ads.									
4. Take merchandise to be sketched to advertising department.									
5. Make sure advertised merchandise gets to selling departments.									
TASKS RELATED TO STOCK									
1. Repair stock									
2. Clean, dust, cover stock.									
3. Reticket stock.									
4. Fill in floor fixtures of bins.									
5. Fill in stockroom									
6. Rearrange stock in department.									
7. Keep stock in stockroom organized and accessible.									
8. Take stock counts.									
9. Take physical stock inventory.									
10. Mark-up (and record) stock.									
11. Mark-down (and record) stock.									
12. Check on and inspect stock for damages or shortages.									
13. Ticket or mark stock.									
TASKS RELATED TO CUSTOMER CONTACTS									
1. Give customers directions.									
Use additional sheets to list other tasks and to provide space for comments by the students and/or the teacher-coordinator.									

TRAINING PLAN - RECEIVING CLERK - DEPARTMENT STORE

The undersigned student agrees to participate in simulated and/or real occupational experiences that will develop competencies to perform the tasks detailed on this training plan. These experiences will be under the direction and supervision of the D.E. teacher-coordinator.

Signed _____

SPECIFIC TASKS	Class	Simulated Store	School Store	Observation	DECA	OJT Pd.	OJT Non Pd.	Level of Competency Development E-Excellent S-Superior M-Average U-Unsatisfactory Student	Level of Competency Development E-Excellent S-Superior M-Average U-Unsatisfactory Teacher
1. Receives incoming shipments of merchandise.									
2. Tallies invoices, bills of lading or delivery tickets.									
3. Determines discrepancies, losses and damages.									
4. Marks identification on packages.									
5. Routes packages to proper departments.									
6. Keeps a written record of all entering merchandise.									
7. Writes duplicate discrepancy report when shipment and bill of lading, ticket or invoice do not agree.									
8. Marks on package apron number and number of packages in shipment.									
9. Signs postal receipts.									
10. Uncrates merchandise.									
11. Puts price tags on merchandise before sending it to proper department.									
12. Checks in merchandise by size and color against the order and invoice.									
13. Sends invoices to bookkeeping office.									
14. Reports any receiving problems or discrepancies to the supervisor in charge.									
TASKS RELATED TO STOCK									
1. Take stock counts.									
2. Take physical stock inventory.									
3. Check on and inspect stock for damages or shortages.									
4. Ticket or mark stock.									
Use additional sheets to list other tasks and to provide space for comments by the students and/or the teacher-coordinator.									

TRAINING PLAN - DISPLAY HELPER - DEPARTMENT STORE

The undersigned student agrees to participate in simulated and/or real occupational experiences that will develop competencies to perform the tasks detailed on this training plan. These experiences will be under the direction and supervision of the D.E. teacher-coordinator.

Signed _____

SPECIFIC TASKS	Class	Simulated Store	School Store	Observation	DECA	OJT Pd.	OJT Non Pd.	Level of Competency Development E-Excellent S-Superior A-Average U-Unsatisfactory Student	Level of Competency Development E-Excellent S-Superior A-Average U-Unsatisfactory Teacher
1. Gathers merchandise from various departments for window displays.									
2. Returns merchandise to departments after displays are dismantled.									
3. Helps set up window displays under the direction of the display assistant or manager.									
4. Hangs and helps set up interior store decorations.									
5. Helps carry equipment for setting up displays such as ladders and staplers.									
6. Helps make background pieces and signs.									
7. Helps dismantle displays.									
8. Runs errands.									
9. Dresses mannequins for displays.									
10. Stores display fixtures and supplies.									
11. Presses clothing for displays.									
12. Helps backstage with fashion shows.									
13. Helps keep the display shop clean and organized.									
TASKS RELATED TO ADVERTISING									
1. Display advertised merchandise in the department.									
2. Coordinate displays with ads.									
3. Read your own and competitor's newspaper ads.									
4. Place ads (tear sheets) in strategic areas in store.									
Use additional sheets to list other tasks and to provide space for comments by the students and/or the teacher-coordinator.									

TRAINING PLAN - CREDIT INTERVIEWER - DEPARTMENT STORE

The undersigned student agrees to participate in simulated and/or real occupational experiences that will develop competencies to perform the tasks detailed on this training plan. These experiences will be under the direction and supervision of the D.E. teacher-coordinator.

Signed _____

SPECIFIC TASKS	Class	Simulated Store	School Store	Observation	DECA	OJT Pd.	OJT Non Pd.	Level of Competency Development E-Excellent S-Superior M-Average U-Unsatisfactory Student	Level of Competency Development E-Excellent S-Superior M-Average U-Unsatisfactory Teacher
1. Personally interviews persons applying for charge accounts.									
2. Helps individuals fill out application forms.									
3. Questions applicant's credit records.									
4. Obtains information from credit bureaus, references and other stores with whom the credit applicant has accounts.									
5. Sends form letters advising individuals whether or not their accounts have been accepted.									
6. Supplies information to credit bureaus and credit bureau members.									
7. Explains types of accounts to credit applicants.									
8. Converts or transfers accounts from one type to another.									
9. Answers customer complaints on billing.									
10. Changes charge addresses for customers.									
11. Explains limits and terms of different type accounts to customers.									
12. Discusses delinquent accounts with customers.									
13. Sells gift certificates, especially at Christmas.									
14. Informs customers by mail that complaints have been corrected or adjusted.									
15. Helps with customer billing, sending out statements.									
16. Helps process payment of bills made by mail.									
17. Itemizes charge accounts on microfilm.									

SPECIFIC TASKS	Class	Simulated Store	School Store	Observation	DECA	OJT Pd.	OJT Not Pd.	Level of Competency Development E-Excellent M-Average S-Superior U-Unsatisfactory: Student	Level of Competency Development E-Excellent M-Average S-Superior U-Unsatisfactory: Teacher
18. Sends letters to closed ledger accounts, encouraging desirable customers to reopen accounts.									
TASKS RELATED TO CUSTOMER CONTACTS									
1. Give customers directions.									
2. Give customer cash refunds or charge credits.									
3. Adjust customer's complaints and grievances.									
4. Supply customer with information by telephone.									
5. Interview customer during credit application.									
Use additional sheets to list other tasks and to provide space for comments by the students and/or the teacher-coordinator.									

TRAINING PLAN - PRODUCE CLERK - FOOD STORE

The undersigned student agrees to participate in simulated and/or real occupational experiences that will develop competencies to perform the tasks detailed on this training plan. These experiences will be under the direction and supervision of the D.E. teacher-coordinator.

Signed _____

SPECIFIC TASKS	Class	Simulated Store	School Store	Observation	DECA	OJT Pd.	OJT Non Pd.	Level of Competency Development E-Excellent M-Average S-Superior U-Unsatisfactory Student	Level of Competency Development E-Excellent M-Average S-Superior U-Unsatisfactory Teacher
1. Unloads produce deliveries from supplier's or warehouse truck.									
2. Checks deliveries for proper quantities and weights.									
3. Checks deliveries for proper quality and freshness.									
4. Informs head produce clerk of improper quality, quantity or weight of merchandise.									
5. Opens boxes and containers for preparation of produce displays.									
6. Prepares produce for display by washing, trimming and separating of bulk produce.									
7. Packages produce items using treated film and trays.									
8. Bunches and bands select produce items in sizes and weights as directed by head produce clerk.									
9. Weighs and prices select produce items for display.									
10. Bags, weighs and prices select produce items using treated bags.									
11. Sets up dry and refrigerated produce racks according to layout assignment by head produce clerk.									
12. Checks produce items for spoilage and removes spoiled items for disposal or price reduction.									
13. Reduces price of distressed or spoiled produce and displays according to direction of head produce clerk.									
14. Reworks and trims unsold items for maximum freshness.									
15. Rotates all produce items for maximum freshness.									
16. Freshens wet produce by using water or ice.									

SPECIFIC TASKS	Class	Simulated Store	School Store	Observation	DECA	O/T Pd.	O/T Non Pd.	Level of Competency Development E-Excellent M-Average S-Superior U-Unsatisfactory: Student	Level of Competency Development E-Excellent M-Average S-Superior U-Unsatisfactory: Teacher
17. Places price cards or markers on produce racks as required.									
18. Paints and prepares special display signs.									
19. Decorates produce department with display materials.									
20. Assists customers in selecting and weighing produce.									
21. After weighing produce for customer, bags and pricemarks it.									
22. Assists customers in finding items in other departments of the store.									
23. Explains and suggests uses of produce and possible cooking techniques to customers.									
24. Informs head produce clerk of movement and purchase requirements of produce items.									
25. Informs head produce clerk of distressed produce for his action.									
26. Cleans and maintains wrapping and weighing equipment.									
27. Cleans produce racks, salesfloor area, working area and coolers.									
28. Removes certain produce items from racks and places in coolers at end of the day.									
29. Disposes of trimmings and refuse.									
30. Attends store meetings.									
TASKS RELATED TO DISPLAY									
1. Gathers products or merchandise from salesfloor or stockroom for displays.									
2. Sets up department displays of merchandise.									
3. Sets up department displays of sale items or specials.									
4. Sets up merchandise on shelves or floor attractively and neatly.									
5. Returns display merchandise to stock.									

TASKS RELATED TO DISPLAY	Class	Simulated Store	School Store	Observation	DECA	OJT Pd.	OJT Non Pd.	Level of Competency Development E-Excellent S-Superior M-Average U-Unsatisfactory Student	Level of Competency Development E-Excellent S-Superior M-Average U-Unsatisfactory Teacher
6. Coordinates displays of advertised and featured merchandise.									
7. Cuts cases for display.									
8. Puts shelf price tags in moldings.									
9. Makes, paints and puts up display signs.									
10. Puts up pre-made sign on displays.									
11. Attractively wraps and packages products for most effective displays.									
12. Stores display materials.									
13. Calls customer's attention to displays of specials.									
14. Locates displays in best traffic areas.									
15. Trims stock for better appearance.									
TASKS RELATED TO ADVERTISING									
1. Supplies customers information on advertised items.									
2. Highlights advertised items on shelves in the department.									
3. Informs store employees about advertised merchandise.									
4. Keeps results on store ads.									
5. Reads own and competitor's newspaper ads.									
6. Posts current ads in heavy traffic areas in store.									
TASKS RELATED TO STOCK									
1. Tickets or marks stock.									
2. Checks selling floor shelves for depleted stock and fills in.									
3. Checks stockroom for depleted stock and fills in.									
4. Rearranges stock in department.									
5. Keeps stock in stockroom organized and accessible.									
6. Takes stock counts.									

TASKS RELATED TO STOCK	Class	Simulated Store	School Store	Observation	DECA	O.J.T. Pd.	O.J.T. Non Pd.	Level of Competency Development E-Excellent M-Average S-Superior U-Unsatisfactory Student	Level of Competency Development E-Excellent M-Average S-Superior U-Unsatisfactory Teacher
7. Supervises stock counts.									
8. Reorders from stock counts.									
9. Takes physical stock inventory.									
10. Changes prices on stock.									
11. Checks on and inspects stock for damages, shortages, spoilage and breakage.									
12. Rotates stock on selling floor and in stockroom for best sales.									
13. Unloads trucks.									
14. Orders products or merchandise upon repeated customer requests.									
15. Checks in stock received and places in stockroom or on selling shelves.									
16. Cleans and dusts stock.									
TASKS RELATED TO CUSTOMER CONTACTS									
1. Gives customers directions.									
2. Adjusts customer's complaints and grievances.									
3. Gives demonstrations or cooking instructions.									
4. Supplies customer with information by telephone.									
5. Carries grocery bags to car for customers.									
6. Makes refunds.									
Use additional sheets to list other tasks and to provide space for comments by the students and/or the teacher-coordinator.									

TRAINING PLAN - CHECKER (CASHIER) - FOOD STORE

The undersigned student agrees to participate in simulated and/or real occupational experiences that will develop competencies to perform the tasks detailed on this training plan. These experiences will be under the direction and supervision of the D.E. teacher-coordinator.

Signed _____

SPECIFIC TASKS	Class	Simulated Store	School Store	Observation	DECA	OJT Pd.	OJT Non Pd.	Level of Competency Development E-Excellent S-Superior M-Average U-Unsatisfactory Student	Level of Competency Development E-Excellent S-Superior M-Average U-Unsatisfactory Teacher
1. Rings up purchases of merchandise on cash register guided by prices marked on each item.									
2. Rings items on proper departmental key.									
3. Makes correct change and counts it out to the customer.									
4. Accepts checks from customers according to policy of store.									
5. Receives approval on check cashing from head cashier or manager.									
6. Reports and records register errors on proper form.									
7. Turns in error form to head cashier after work period.									
8. Receives valid redeemable consumer coupons and reimburses customer accordingly.									
9. Credits customer for returned bottles and reports this exchange on proper form.									
10. Cleans check-out counter and equipment.									
11. Stocks cigarettes and sundry items located at check-out counter.									
12. Reports customer requests and complaints to the manager.									
13. Stocks specific grocery sections as assigned by store manager.									
14. Orders merchandise for specific grocery sections.									
15. Reports bagging supply requirements to store manager.									
16. Reports cash drawer requirements to head cashier.									
17. Reports suspected cash drawer overages and shortages to head cashier.									

SPECIFIC TASKS	Class	Simulated Store	School Store	Observation	DECA	OJT Pd.	OJT Non Pd.	Level of Competency Development E-Excellent S-Superior M-Average U-Unsatisfactory Student	Level of Competency Development E-Excellent S-Superior M-Average U-Unsatisfactory Teacher
18. Advises customers on special promotional merchandise.									
19. Changes cash register tapes.									
20. Gives cash drawer and special reports to head cashier at end of work period.									
21. Arranges cash drawer to include coupons, checks and special report forms at end of work period.									
22. Maintains familiarity with store layout in order to direct customers.									
23. Bags customer orders for carry out.									
24. Requests bagging assistants (bag boys).									
25. Reports theft and pilferage to store manager.									
26. Reports improper pricing to store munager.									
27. Reports out-of-stock items to store manager.									
28. Reports malfunction of check-out equipment to head cashier.									
29. Attends store meetings as required.									
TASKS RELATED TO DISPLAY									
1. Gathers products or merchandise from salesfloor or stockroom for displays.									
2. Sets up department displays of merchandise.									
3. Sets up department displays of sales items or specials.									
4. Sets up merchandise on shelves or floor attractively and neatly.									
5. Returns display merchandise to stock.									
6. Coordinates merchandise to stock.									
7. Puts up pre-made signs on displays.									
8. Puts shelf price tags in moldings.									

TASKS RELATED TO DISPLAY	Class	Simulated Store	School Store	Observation	DECA	OJT Pd.	OJT Non Pd.	Level of Competency Development E-Excellent M-Average S-Superior U-Unsatisfactory Student	Teacher
9. Puts signs in windows.									
10. Stores display materials.									
11. Calls customer's attention to displays of specials.									
12. Locates displays in best traffic areas.									
TASKS RELATED TO ADVERTISING									
1. Supplies customers information on advertised items.									
2. Reads own and competitor's newspaper ads.									
3. Places advertising pamphlets or brochures in prominent places.									
4. Collects newspaper coupons from customers and keeps a record of them.									
5. Gives customers mailers who did not receive them and gets their addresses for future mailings.									
TASKS RELATED TO STOCK									
1. Tickets or marks stock.									
2. Checks selling floor shelves for depleted stock and fills in.									
3. Checks stockroom for depleted stock and fills in.									
4. Rearranges stock in department.									
5. Checks on and inspects stock for damages, shortages, spoilage and breakage.									
6. Orders products or merchandise upon repeated customer requests.									
7. Cleans and dusts stock.									
TASKS RELATED TO CUSTOMER CONTACTS									
1. Gives customers directions.									
2. Adjusts customer's complaints and grievances.									
3. Supplies customer with information by telephone.									
4. Makes refunds.									

TASKS RELATED TO CUSTOMER CONTACTS	Class	Simulated Store	School Store	[illegible]	DECA	OJT Pd.	OJT Non Pd.	Level of Competency Development E-Excellent A-Average S-Superior U-Unsatisfactory: Student	Level of Competency Development E-Excellent A-Average S-Superior U-Unsatisfactory: Teacher
5. Gives free samples.									
6. Authorizes checks.									
Use additional sheets to list other tasks and to pruvide space for comments by the students and/ or the teacher-coordinator.									

TRAINING PLAN - GROCERY CLERK - FOOD STORE

The undersigned student agrees to participate in simulated and/or real occupational experiences that will develop competencies to perform the tasks detailed on this training plan. These experiences will be under the direction and supervision of the D.E. teacher-coordinator.

Signed _____

SPECIFIC TASKS	Class	Simulated Store	School Store	Observation	DECA	OJT		Level of Competency Development E-Excellent M-Average S-Superior U-Unsatisfactory	
						Pd.	Non Pd.	Student	Teacher
1. Assists customers in locating merchandise.									
2. Refers customers complaints and requests to manager.									
3. Bags groceries and assists customer out of store.									
4. Gathers merchandise from stockroom for stocking of dry groceries.									
5. Checks inventory on shelves to determine items needed from stockroom.									
6. Cuts or opens full cases of merchandise for price marking.									
7. Price-marks dry groceries by using price catalog.									
8. Price-marks groceries by using invoice copies from the warehouse.									
9. Stamps price on each item of merchandise using price stamper.									
10. Places priced items on shelves where needed.									
11. Disposes of empty cartons by burning them, wrapping them in bundles for salvage or throwing them on refuse pile.									
12. Puts empty cartons in designated area near check lanes for customer use.									
13. Blocks and faces dry groceries on shelves for better sales presentation.									
14. Cleans shelves and dusts stock of groceries.									
15. Changes any incorrect prices on grocery items.									
16. Makes price changes on grocery items on direction of supervisor.									
17. Builds displays of featured items in designated areas, such as end of aisle, center of aisle and the front of the									

SPECIFIC TASKS	Class	Simulated Store	School Store	Observation	DECA	OJT Pd.	OJT Non Pd.	Level of Competency Development E-Excellent M-Average S-Superior U-Unsatisfactory Student	Level of Competency Development E-Excellent M-Average S-Superior U-Unsatisfactory Teacher
store as directed by supervisor.									
18. Uses stacking technique, dumping technique or cut-case technique to build displays.									
19. Gathers merchandise from stockroom for building of displays.									
20. Paints and letters signs for displays.									
21. Places special promotional material on displays and windows.									
22. Dismantles and puts merchandise on grocery shelves or in stockroom.									
23. Rotates coded items on grocery shelves so that older merchandise is sold first.									
24. Rotates coded cases of merchandise in stockroom so that older cases are brought to the salesfloor first.									
25. Unloads warehouse truck and places grocery items in proper stockroom position.									
26. Disposes of damaged or spoiled merchandise as directed by supervisor.									
27. Checks warehouse deliveries for proper quantities and items.									
28. Acts as cashier when assigned.									
29. Sorts and racks beverage bottles.									
30. Unloads and checks dairy and frozen food delivery.									
31. Inspects refrigeration cases for correct temperature.									
32. Sweeps, mops, waxes and buffs floors in grocery area.									
33. Reports pilferage or theft to manager or security officer.									
34. Arranges and marks stockroom merchandise for physical inventory.									
35. Checks pricing of merchandise using price book.									

SPECIFIC TASKS	Class	Simulated Store	School Store	Observation	DECA	OJT Pd.	OJT Non Pd.	Level of Competency Development E-Excellent M-Average S-Superior U-Unsatisfactory Student	Level of Competency Development E-Excellent M-Average S-Superior U-Unsatisfactory Teacher
36. Cleans dairy, frozen food and ice cream refrigerator cases.									
37. Attends store meetings.									
TASKS RELATED TO DISPLAY									
1. Gathers products or merchandise from salesfloor or stockroom for displays.									
2. Sets up department displays of merchandise.									
3. Sets up department displays of sale items or specials.									
4. Sets up merchandise on shelves or floor attractively and neatly.									
5. Returns display merchandise to stock.									
6. Coordinates displays of advertised and featured merchandise.									
7. Cuts cases for display.									
8. Puts shelf price tags in moldings.									
9. Makes, paints and puts up display signs.									
10. Puts up pre-made signs on displays.									
11. Puts signs in windows.									
12. Stores display materials.									
13. Calls customer's attention to displays of specials.									
14. Locates displays in best traffic areas.									
15. Trims stock for better appearance.									
TASKS RELATED TO ADVERTISING									
1. Supplies customers information on advertised items.									
2. Highlights advertised items on shelves in the department.									
3. Informs store employees about advertised merchandise.									
4. Reads own and competitor's newspaper ads.									
5. Posts current ads in heavy traffic areas in store.									

TASKS RELATED TO STOCKKEEPING	Class	Simulated Store	School Store	Observation	DECA	OJT Pd.	OJT Non Pd.	Level of Competency Development E-Excellent M-Average S-Superior U-Unsatisfactory Student	Level of Competency Development E-Excellent M-Average S-Superior U-Unsatisfactory Teacher
1. Tickets or marks stock.									
2. Checks shelves for depleted stock and fills in.									
3. Checks stockroom for depleted stock and fills in.									
4. Rearranges stock on sales-floor.									
5. Keeps stock in stockroom organized and accessible.									
6. Takes stock counts.									
7. Supervises stock counts.									
8. Reorders from stock counts.									
9. Corrects stock control books from stock counts.									
10. Changes prices on stock, marking up or down according to price changes.									
11. Checks on and inspects stock for damages, shortages, spoilage and breakage.									
12. Rotates stock on selling floor and in stockroom for best sales.									
13. Unloads trucks.									
14. Orders products or merchandise upon repeated customer request.									
15. Checks in stock received and places in stockroom or on selling shelves.									
16. Cleans and dusts stock.									
TASKS RELATED TO CUSTOMER CONTACTS									
1. Gives customers directions.									
2. Adjusts customer's complaints and grievances.									
3. Gives demonstration or cooking instructions.									
4. Supplies customer with information by telephone.									
5. Carries grocery bags to car for customer.									
6. Makes refunds.									
7. Authorizes checks.									

TRAINING PLAN - MARKER/STOCKMAN - VARIETY STORE

The undersigned student agrees to participate in simulated and/or real occupational experiences that will develop competencies to perform the tasks detailed on this training plan. These experiences will be under the direction and supervision of the D.E. teacher-coordinator.

Signed _____

SPECIFIC TASKS	Class	Simulated Store	School Store	Observation	DECA	OJT		Level of Competency Development E-Excellent M-Average S-Superior U-Unsatisfactory	
						Pd.	Non Pd.	Student	Teacher
1. Marks or tickets merchandise by hand or with marking equipment.									
2. Receives and checks merchandise shipments for quantities, condition, etc.									
3. Reports merchandise shortages to supervisor.									
4. Transfers merchandise from stockroom to selling departments.									
5. Maintains orderly and accessible stock in the stockroom area.									
6. Packs and ships damaged merchandise back to manufacturers.									
7. Assists with customer pick-up and delivery service.									
8. Takes stock counts of merchandise in stockroom.									
9. Uses the proper type price ticket (gum, pin, string) in marking merchandise.									
TASKS RELATED TO STOCK									
1. Repair stock.									
2. Clean, dust, cover stock.									
3. Reticket stock.									
4. Fill in floor fixtures or bins.									
5. Fill in stockroom.									
6. Keep stock in stockroom organized and accessible.									
7. Assists with customer pick-up and delivery service.									
8. Ticket or mark stock.									
TASKS RELATED TO CUSTOMER CONTACTS									
1. Give customers directions.									
2. Carry heavy packages to customers' cars.									

TRAINING PLAN - SALESPERSON - VARIETY STORE

The undersigned student agrees to participate in simulated and/or real occupational experiences that will develop competencies to perform the tasks detailed on this training plan. These experiences will be under the direction and supervision of the D.E. teacher-coordinator.

Signed _____

SPECIFIC TASKS	Class	Simulated Store	School Store	Observation	DECA	OJT Pd.	OJT Non Pd.	Level of Competency Development E-Excellent M-Average S-Superior U-Unsatisfactory Student	Teacher
1. Receives cash payment for merchandise purchased by customers.									
2. Wraps or bags merchandise.									
3. Makes correct change.									
4. Replenishes counters or display fixtures with merchandise.									
5. Keeps merchandise neatly arranged.									
6. Sells merchandise in an assigned area.									
7. Receives register money from head cashier at beginning of day.									
8. Rings sales on cash register.									
9. Weighs and measures merchandise when necessary.									
10. Writes out saleschecks.									
11. Gives customer sales receipt.									
12. Requisitions stock from stockroom.									
13. Informs proper person of stock shortages.									
14. Takes periodic inventories of stock,calling out or recording onto inventory sheets.									
15. Returns register money to cashier at day's end.									
16. Points out items to customer and assists in sale as she makes her own decision.									
17. Fills in "want" slips.									
18. Gives customer store directions or merchandise location directions when requested.									
19. Emphasizes cheif selling points of merchandise to customer.									
20. Encourages the sale of related items.									

SPECIFIC TASKS	Class	Simulated Store	School Store	Observation	DECA	OJT Pd.	OJT Non Pd.	Level of Competency Development E-Excellent S-Superior M-Average U-Unsatisfactory Student	Level of Competency Development E-Excellent S-Superior M-Average U-Unsatisfactory Teacher
21. Handles check; has them authorized.									
22. Traces up, trying to sell higher priced merchandise.									
23. Reorders stock for assigned counters.									
24. Attends weekly meetings in order to learn store policy or new plans.									
25. Stacks "below" counter goods so that they can be brought forward with speed and convenience.									
26. Reports on slow-selling items.									
27. Handles routine exchanges and adjustments trying to cultivate customer good will and repeat business.									
28. Assists in training new or less experienced associates.									
29. Weighs or measures amounts of merchandise.									
30. Answers "change calls" from salespeople at other registers.									
31. Relieves at checkout station when needed.									
32. Sells in other departments when needed.									
33. Buys from list books.									
34. Performs housekeeping duties.									
35. Obtains supplies from stockroom.									
TASKS RELATED TO DISPLAY									
1. Gather merchandise from department for display windows.									
2. Set up counter displays of items.									
3. Set up department displays of sale items.									
4. Set up merchandise on shelves or floor attractively and neatly.									
5. Restock counter or fixtures.									
6. Return window display merchandise to stock.									

TASKS RELATED TO DISPLAY	Class	Simulated Store	School Store	Observation	DECA	OJT Pd.	OJT Non Pd.	Level of Competency Development E-Excellent S-Superior M-Average U-Unsatisfactory Student	Level of Competency Development E-Excellent S-Superior M-Average U-Unsatisfactory Teacher
7. Coordinate displays of advertised and featured merchandise.									
8. Store unused display materials and fixtures.									
9. Call attention to display specials.									
10. Rearrange displays of merchandise to encourage higher rate of stock turnover.									
TASKS RELATED TO ADVERTISING									
1. Supply customers information on advertised items.									
2. Display advertised merchandise in the department.									
3. Inform salespeople involved about advertised merchandise.									
4. Fill telephone or mail orders in response to ads.									
5. Order merchandise to back-up ad.									
6. Read own and competitor's newspaper ads.									
7. Shop competitor's advertised merchandise for price, quality and comparison.									
8. Point out advertised merchandise to customer and emphasize its selling points.									
TASKS RELATED TO STOCK									
1. Clean, dust, cover stock.									
2. Reticket stock.									
3. Check department for depleted stock.									
4. Check stockroom for depleted stock.									
5. Fill in floor fixtures or bins.									
6. Rearrange stock in department.									
7. Submit want slips.									
8. Make special orders.									
9. Take stock counts.									
10. Reorder from stock counts.									

TASKS RELATED TO STOCK	Class	Simulated Store	School Store	Observation	DECA	OJT Pd.	OJT Non Pd.	Level of Competency Development E-Excellent M-Average S-Superior U-Unsatisfactory Student	Level of Competency Development E-Excellent M-Average S-Superior U-Unsatisfactory Teacher
11. Take physical stock inventory.									
12. Reorder basic stock.									
13. Mark-down (and record) stock.									
14. Inspect stock for damages or shortages upon receiving.									
15. Ticket or mark stock.									
TASKS RELATED TO CUSTOMER CONTACTS									
1. Give customers directions.									
2. Make exchanges of merchandise for customers.									
3. Adjust customers' complaints and grievances.									
4. Give demonstrations of merchandise for customers.									
5. Supply customers with information by telephone.									
Use additional sheets to list other tasks and to provide space for comments by the students and/or the teacher-coordinator.									

TRAINING PLAN - SERVICE STATION ATTENDANT - SERVICE STATION

The undersigned student agrees to participate in simulated and/or real occupational experiences that will develop competencies to perform the tasks detailed on this training plan. These experiences will be under the direction and supervision of the D.E. teacher-coordinator.

Signed _____

SPECIFIC TASKS	Class	Simulated Store	School Store	Observation	DECA	OJT Pd.	OJT Non Pd.	Level of Competency Development E-Excellent S-Superior M-Average U-Unsatisfactory Student	Teacher
1. Greets customers and inquires about their needs.									
2. Pumps gasoline.									
3. Checks water in car radiator and battery.									
4. Cleans car windshields.									
5. Checks car engine's oil level.									
6. Checks tires for correct air pressure.									
7. Washes and waxes cars.									
8. Sells automobile tires, batteries, seat covers and other accessories.									
9. Indicates to customer the amount due for rendered services, makes change or writes charge slip when credit card is used.									
10. Lubricates cars.									
11. Rotates tires.									
12. Replaces mufflers.									
13. Charges batteries.									
14. Drives customer's car between service station and customer's home or business.									
15. Drives tow truck to stalled car on highway to perform minor repairs.									
16. Gives information to customers regarding local roads, highways and points of interest.									
17. Puts on and takes off snow chains.									
18. Helps train new employees.									
19. Checks stock supply for reordering.									
20. Helps keep service station and rest rooms clean.									

TASKS RELATED TO DISPLAY	Class	Simulated Store	School Store	Observation	DECA	OJT Pd.	OJT Non Pd.	Level of Competency Development E-Excellent S-Superior M-Average U-Unsatisfactory Student	Level of Competency Development E-Excellent S-Superior M-Average U-Unsatisfactory Teacher
1. Keeps windows cleaned and displayed with new and appropriate posters and signs.									
2. Displays candy, snacks, cigarettes, etc., in a convenient place.									
3. Calls attention to any displays of specially-priced or reduced parts and accessories - Ex. tire sale.									
4. Arranges various displays of related car products in the station or premises, such as tires, batteries, windshield wipers, oil and filters.									
5. Turns on electric signs or display lighting.									
6. Directs customer's attention to display racks of maps and places-of-interest pamphlets.									
7. Coordinates displays of parts and accessories with ads or promotional campaigns.									
TASKS RELATED TO ADVERTISING									
1. Keeps informed of the station's advertising and promotions.									
2. Keeps informed of competitor's prices and promotional campaigns.									
3. Promotes the station by giving immediate and courteous service to customers.									
4. Promotes the station by offering customers free or voluntary services.									
5. Promotes customer's confidence by demonstrating parts, accessories or giving information on proper use.									
6. Promotes confidence in the station by keeping grounds, equipment and facilities clean and attractive.									
7. Gives trading stamps or premiums on trade.									
8. Supplies customers information on advertised items.									
9. Informs station attendants about advertised parts.									

TASKS RELATED TO ADVERTISING	Class	Simulated Store	School Store	Observation	DECA	OJT Pd.	OJT Non Pd.	Level of Competency Development E-Excellent S-Superior M-Average U-Unsatisfactory Student	Teacher
accessories or services.									
10. Posts copy of ad for station attendants.									
11. Helps with neighborhood solicitation campaigns.									
12. Participates in dealer cooperative advertising programs.									
13. Keeps informed of national and regional advertising program of supplier.									
TASKS RELATED TO STOCK									
1. Repairs stock.									
2. Replenishes service supplies and equipment on pump islands and near pumps.									
3. Replaces stock that has been sold so displays will be complete.									
4. Keeps lube-room well stocked with lubricants, tires, batteries, seat covers, oil and other accessories.									
5. Keeps equipment in lube-room organized and accessible.									
6. Calls vendor(s) if drink or food machines are empty or out-of-order.									
7. Maintains fresh supplies and good variety of candy, snacks, cigarettes, aspirins, etc.									
8. Fills map racks with up-to-date assortment of maps.									
9. Counts stock for reorder.									
10. Keeps restrooms well supplied with soap, towels, etc., and in good repair.									
11. Replaces or repairs old or broken equipment.									
12. Helps unload delivery trucks.									
13. Orders special parts or accessories.									
14. Takes physical inventory of stock.									
TASKS RELATED TO CUSTOMER CONTACTS									
1. Gives customers directions.									

TASKS RELATED TO CUSTOMER CONTACTS	Class	Simulated Store	School Store	Observation	DECA	OJT Pd.	OJT Non Pd.	Level of Competency Development E-Excellent S-Superior M-Average U-Unsatisfactory Student	Level of Competency Development E-Excellent S-Superior M-Average U-Unsatisfactory Teacher
2. Adjusts customer's complaints and grievances.									
3. Gives demonstrations of products for customers.									
4. Supplies customer with information by telephone.									
5. Makes suggestions to customers on accessory products for cars.									
6. Makes suggestions as to service needed or necessary repairs.									
7. Gives out advertising products such as toys, premiums and stamps.									
8. Authorizes checks.									
9. Marks on maps best routes for tourists to follow.									
10. Suggests good restaurants, motels or hotels and points of interest.									
11. Suggests garages for major repairs.									
12. Delivers cars after servicing.									
13. Supplies restroom keys on request.									
Use additional sheets to list other tasks and to provide space for comments by the students and/or the teacher-coordinator.									

TRAINING PLAN - COUNTER GIRL - RESTAURANT

The undersigned student agrees to participate in simulated and/or real occupational experiences that will develop competencies to perform the tasks detailed on this training plan. These experiences will be under the direction and supervision of the D.E. teacher-coordinator.

Signed _____

SPECIFIC TASKS	Class	Simulated Store	School Store	Observation	DECA	OJT Pd.	OJT Non Pd.	Level of Competency Development E-Excellent M-Average S-Superior U-Unsatisfactory Student	Level of Competency Development E-Excellent M-Average S-Superior U-Unsatisfactory Teacher
1. Serves food and beverages to patrons at counters.									
2. Serves customers at a counter when food is to be consumed elsewhere - car, outside tables, etc.									
3. Serves food to customers at cars.									
4. Obtains food orders from kitchen.									
5. Prepares food order.									
6. Prepares beverage order.									
7. Writes order on food check.									
8. Records order on ticket at cash register.									
9. Wraps food to be carried out.									
10. Totals food check.									
11. Accepts payment or refers customer to cashier.									
12. Removes customers' dishes from counter.									
13. Washes dishes, glasses and flatware.									
14. Cleans serving counter.									
15. Arranges dishes and silverware in convenient locations.									
16. Answers questions concerning "specials" of the day.									
17. Discusses menu with manager to learn of changes in menu, prices or "specials."									
TASKS RELATED TO DISPLAY									
1. Arranges counter where food is brought to front so that it is neat.									
2. Coordinates displays of advertised and featured menus or dishes.									

TASKS RELATED TO DISPLAY	Class	Simulated Store	School Store	Observation	DECA	OJT Pd.	OJT Non Pd.	Level of Competency Development E-Excellent S-Superior M-Average U-Unsatisfactory Student	Level of Competency Development E-Excellent S-Superior M-Average U-Unsatisfactory Teacher
3. Calls attention to the "special" of the day by making up a plate and placing it where customers can see it.									
4. Displays and invites inspection of kitchen facilities.									
5. Sees that all dining room personnel are dressed neatly and attractively in clean, well-fitting uniforms.									
6. Wears clean, attractive uniforms in accordance with the policies of the restaurant.									
7. Places food on table in an appetizing way.									
8. Turns on electric signs or display lighting.									
TASKS RELATED TO ADVERTISING									
1. Supplies customers information on advertised foods, dishes or services rendered.									
2. Informs dining room and kitchen personnel involved about advertised foods or dishes.									
3. Fills telephone take-out orders in response to ads.									
4. Orders foodstuffs to back up advertised or specially promoted menus or dishes.									
5. Reads own and competitor's prices and promotional campaigns.									
6. Develops special dishes, advertises and promotes.									
7. Keeps informed of competitors' prices and promotional campaigns.									
8. Promotes the restaurant by giving immediate and courteous service to customers.									
TASKS RELATED TO CARE OF FOODS, EQUIPMENT AND SUPPLIES									
1. Washes and sterilizes drinking, eating and cooking utensils.									
2. Checks stockroom for depleted stock.									

TASKS RELATED TO CARE OF FOODS, EQUIPMENT AND SUPPLIES	Class	Simulated Store	School Store	Observation	DECA	OJT Pd.	OJT Non Pd.	Level of Competency Development E-Excellent S-Superior M-Average U-Unsatisfactory Student	Level of Competency Development E-Excellent S-Superior M-Average U-Unsatisfactory Teacher
3. Keeps food and supplies in stockroom or stock closet organized and accessible.									
4. Replenishes serving table or condiment stand - sugar, napkins, glasses, ice, cream, etc.									
5. Inspects foodstuffs for damages or shortages upon receiving.									
6. Inspects perishable food items for freshness.									
7. Dusts or cleans tables and chairs.									
8. Replenishes soda fountain equipment - ice cream freezer, drink syrups, sandwich spreads.									
9. Packages take-out orders.									
TASKS RELATED TO CUSTOMER CONTACTS									
1. Gives customers directions.									
2. Adjusts customer's complaints about food and service.									
3. Receives "take-out" orders from customers by telephone.									
4. Makes suggestions to customers for special dishes, beverages, etc.									
5. Suggests to customers good motels or hotels, points of interest or entertainment.									
6. Promotes the "special" of the house.									
Use additional sheets to list other tasks and to provide space for comments by the students and/ or the teacher-coordinator.									

TRAINING PLAN - WAITER OR WAITRESS - RESTAURANT

The undersigned student agrees to participate in simulated and/or real occupational experiences that will develop competencies to perform the tasks detailed on this training plan. These experiences will be under the direction and supervision of the D.E. teacher-coordinator.

Signed _____

SPECIFIC TASKS	Class	Simulated Store	School Store	Observation	DECA	OJT Pd.	OJT Non Pd.	Level of Competency Development E-Excellent M-Average S-Superior U-Unsatisfactory Student	Level of Competency Development E-Excellent M-Average S-Superior U-Unsatisfactory Teacher
1. Serves food and beverages to patrons according to rules of etiquette.									
2. Serves food and beverages to patrons quickly and efficiently at tables.									
3. Discusses menu with manager to learn of "specials" or changes in menus or prices.									
4. Presents guests with menu.									
5. Answers questions about dishes, methods of preparation, etc.									
6. Makes suggestions to guests regarding food, dinner courses and appropriate wines.									
7. Writes order on check or memorizes it.									
8. Relays order to kitchen or bar.									
9. Prepares beverage order.									
10. Collects beverages and assembles food from kitchen or bar.									
11. Serves food to patrons from side table, service bar or tray.									
12. Wraps food to be carried out.									
13. Observes guests to fulfill additional requests.									
14. Observes guests to determine when meal is completed and suggests desserts.									
15. Totals food check.									
16. Accepts payment or refers customers to cashier.									
17. Removes customers' dishes from counter or table and takes to kitchen.									
18. Prepares tables or counters for serving meals by cleaning tables and replacing linen, mats, silver and glasses.									

SPECIFIC TASKS	Class	Simulated Store	School Store	Observation	DECA	OJT Pd.	OJT Non Pd.	Level of Competency Development E-Excellent S-Superior M-Average U-Unsatisfactory Student	Level of Competency Development E-Excellent S-Superior M-Average U-Unsatisfactory Teacher
19. Makes coffee and tea.									
20. Cuts pies, cake and lemons and prepares butter, jellies, etc.									
21. Checks silver for cleanliness before using.									
22. Cleans fountain counters and shelves.									
TASKS RELATED TO DISPLAY									
1. Arranges counter where food is brought to front so that it is neat.									
2. Coordinates displays of advertised and featured menus or dishes.									
3. Wears clean, attractive uniforms in accordance with the policies of the restaurant.									
4. Places food on table in an appetizing way.									
5. Prepares attractive servings.									
6. Cleans and arranges pie cases on lunch counter.									
TASKS RELATED TO ADVERTISING									
1. Supplies customers information on advertised foods, dishes or services.									
2. Promotes the restaurant by giving immediate and courteous service to customers.									
3. Keeps informed of what is being advertised or promoted.									
TASKS RELATED TO CARE OF FOOD, EQUIPMENT AND SUPPLIES									
1. Washes and sterilizes drinking, eating and cooking utensils.									
2. Replenishes serving table or condiment stand - sugar, napkins, glasses, ice cream, etc.									
3. Dusts or cleans tables and chairs.									
4. Cleans, folds and has ready the proper menus for the right meal.									

TASKS RELATED TO CARE OF FOODS, EQUIPMENT AND SUPPLIES	Class	Simulated Store	School Store	Observation	DECA	O.J.T. Pd.	O.J.T. Non Pd.	Level of Competency Development E-Excellent S-Superior M-Average U-Unsatisfactory Student	Level of Competency Development E-Excellent S-Superior M-Average U-Unsatisfactory Teacher
5. Replenishes soda fountain equipment - ice cream freezer, drink syrups, sandwich spreads.									
6. Packages take-out orders.									
7. Checks silver, china and glasses for stains before sing.									
TASKS RELATED TO CUSTOMER CONTACTS									
1. Gives customers directions.									
2. Adjusts customer's complaints about food and service.									
3. Receives "take-out" orders from customers by telephone.									
4. Makes suggestions to customers for special dishes, beverages, etc.									
5. Suggests to customers good motels or hotels, points of interest or entertainment.									
Use additional sheets to list other tasks and to provide space for comments by the students and/or the teacher-coordinator.									

TRAINING PLAN - BUSBOY - RESTAURANT

The undersigned student agrees to participate in simulated and/or real occupational experiences that will develop competencies to perform the tasks detailed on this training plan. These experiences will be under the direction and supervision of the D.E. teather-coordinator.

Signed _____

SPECIFIC TASKS	Class	Simulated Store	School Store	Observation	DECA	OJT Pd.	OJT Non Pd.	Level of Competency Development E-Excellent S-Superior A-Average U-Unsatisfactory Student	Level of Competency Development E-Excellent S-Superior A-Average U-Unsatisfactory Teacher
1. Assists one or more waiters or waitresses in their duties.									
2. Replaces soiled linen with clean linen and napkins.									
3. Replenishes butter supply of guests, refills water glasses.									
4. Replenishes service bar with sauces, coffee, soups, etc.									
5. Brings clean silverware, china and glasses to dining room.									
6. Sweeps and cleans dining room.									
7. Dusts furniture and fixtures.									
8. Washes dishes.									
9. Sets tables with clean linens, place mats, sugar bowls, etc.									
10. Carries dirty dishes from tables to kitchen.									
11. Cleans and polishes shelves and equipment of service bar - coffee urn, cream dispenser, etc.									
12. Runs errands.									
13. Carries trays from food counters to guests' tables - cafeteria or buffet.									
14. Circulates among diners to serve beverages.									
15. Cleans off tables.									
TASKS RELATED TO DISPLAY									
1. Wears clean, attractive uniforms in accordance with the policies of the restaurant.									
2. Places food on table in an appetizing way.									
TASKS RELATED TO ADVERTISING									
1. Fills telephone take-out orders in response to ads.									

TASKS RELATED TO ADVERTISING	Class	Simulated Store	School Store	Observation	DECA	OJT Pd.	OJT Non Pd.	Level of Competency Development E-Excellent S-Superior M-Average U-Unsatisfactory Student	Level of Competency Development E-Excellent S-Superior M-Average U-Unsatisfactory Teacher
2. Provides and advertises special facilities for children (special menus, high chairs, miniature china and silver.									
3. Promotes the restaurant by giving immediate and courteous service to customers.									
TASKS RELATED TO CARE OF FOODS, EQUIPMENT AND SUPPLIES									
1. Washes and sterilizes drinking, eating and cooking utensils.									
2. Checks stockroom for depleted stock.									
3. Keeps food and supplies in stockroom or stock closet organized and accessible.									
4. Replenishes serving table or condiment stand - sugar, napkins, glasses, ice, cream, etc.									
5. Packages take-out orders.									
6. Keeps restrooms well supplied with soaps, towels, etc., and in good repair.									
7. Checks silver, china and glasses for stains before using.									
8. Dusts or cleans tables and chairs.									
TASKS RELATED TO CUSTOMER CONTACTS									
1. Gives customers directions.									
2. Adjusts customer's complaints about food and service.									
3. Receives "take-out" orders from customers by telephone.									
4. Makes suggestions to customers for special dishes, beverages, etc.									
5. Suggests to customers good motels or hotels, points of interest or entertainment.									
6. Takes reservations.									
Use additional sheets to list other tasks and to provide space for comments by the students and/or the teacher-coordinator.									

TRAINING PLAN - BELLMAN/PORTER - HOTEL/MOTEL

The undersigned student agrees to participate in simulated and/or real occupational experiences that will develop competencies to perform the tasks detailed on this training plan. These experiences will be under the direction and supervision of the D.E. teacher-coordinator.

Signed _____

SPECIFIC TASKS	Class	Simulated Store	School Store	Observation	DECA	OJT Pd.	OJT Non Pd.	Level of Competency Development E-Excellent S-Superior M-Average U-Unsatisfactory Student	Level of Competency Development E-Excellent S-Superior M-Average U-Unsatisfactory Teacher
1. Carries baggage for arriving guests.									
2. Escorts guest to registration desk.									
3. Receives key for guest's room.									
4. Escorts guest to room.									
5. Deposits baggage in room.									
6. Opens windows, adjusts radiators and turns on lights.									
7. Makes sure room is equipped with towels, soap, stationery and other supplies.									
8. Telephones operator in presence of guest if the latter wishes to be called at a certain hour.									
9. Collects guest's linen or suits for cleaning.									
10. Returns to bellman's desk in lobby after showing a guest to his room.									
11. Pages guests in lobby, dining room or other area.									
12. Supplies information about hotel/motel facilities and services.									
13. Assists departing guest with luggage.									
14. Notifies bell captain about unusual occurrencies.									
15. Maintains orderliness in lobby, lounges and public rooms by picking up newspapers, emptying ash trays, straightening cushions and replenishing supplies in writing desks.									
16. Suggests use of hotel or motel services such as dining room and room service.									
17. Delivers packages for guests and performs other errands.									

SPECIFIC TASKS	Class	Simulated Store	School Store	Observation	DECA	OJT Pd.	OJT Non Pd.	Level of Competency Development E-Excellent M-Average S-Superior U-Unsatisfactory Student	Teacher
18. Anticipates guests' wants and needs.									
19. Helps sell room accomodations by showing rooms to potential guests.									
20. Makes minor room repairs and adjustments.									
21. Explains to guests the location of ice and soft drink machines.									
22. Explains to guest how to regulate thermostatic controls in the room.									
23. Delivers messages for guests.									
24. Explains use of features of the room such as television, radio, night lock and telephone.									
25. Gives directions.									
26. Locks gates to swimming pool and turns off lights at night.									
27. Helps with serving guests in the dining room during rush periods.									
TASKS RELATED TO SALES PROMOTION									
1. Arranges registration desk so that it is neat - never cluttered.									
2. Develops lighting arrangements suitable to the lobby or other publicly-used rooms.									
3. Wears clean, attractive uniforms in accordance with the policies of the hotel or motel.									
4. Turns on electric signs or display lighting.									
5. Directs customers' attention to displays of maps and places of interest.									
6. Displays posters of special events in the community for tourists to see.									
7. Displays a listing of meetings being held in the establishment with date, time and location.									
8. Calls guests' attention to directional signs.									

TASKS RELATED TO SALES PROMOTION	Class	Simulated Store	School Store	Observation	DECA	OJT Pd.	OJT Non Pd.	Level of Competency Development E-Excellent M-Average S-Superior U-Unsatisfactory Student	Level of Competency Development E-Excellent M-Average S-Superior U-Unsatisfactory Teacher
9. Supplies customers information on advertised services and facilities.									
10. Reads own and competitor's newspaper or trade journal ads.									
11. Points out advertised services or facilities to guests.									
12. Promotes the hotel or motel by giving immediate and courteous service to guests.									
13. Offers customers free copies of community events brochures or entertainment brochures.									
TASKS RELATED TO CARE OF ROOM EQUIPMENT AND SUPPLIES									
1. Takes stock inventory count.									
2. Inspects rooms for damages or pilferage.									
3. Dusts or cleans furniture in lobby or public rooms.									
TASKS RELATED TO CUSTOMER CONTACTS									
1. Gives directions to guests.									
2. Adjusts guests' complaints about rooms or service.									
3. Makes suggestions to guests for entertainment, sightseeing, etc.									
4. Suggests good restaurants to guests.									
Use additional sheets to list other tasks and to provide space for comments by the students and/or the teacher-coordinator.									

PROTOTYPE TRAINING PLANS FOR THE FOLLOWING CAREER-LEVEL DISTRIBUTIVE JOBS:

DEPARTMENT STORE

ASSISTANT BUYER

DEPARTMENT MANAGER

ASSISTANT RECEIVING MANAGER

ASSISTANT DISPLAY MANAGER

ASSISTANT CREDIT MANAGER

FOOD STORE

HEAD GROCERY CLERK

HEAD PRODUCE CLERK

VARIETY STORE

PERSONNEL MANAGER

COMMISSIONED SALESPERSON

PETROLEUM

ASSISTANT OR SHIFT MANAGER

WHOLESALING

ROUTE SALESMAN

VENDING SPECIALIST

RESTAURANT

ASSISTANT RESTAURANT MANAGER

HOST/HOSTESS

HOTEL/MOTEL

ROOM CLERK

TRAINING PLAN - ASSISTANT BUYER - DEPARTMENT STORE

The undersigned student agrees to participate in simulated and/or real occupational experiences that will develop competencies to perform the tasks detailed on this training plan. These experiences will be under the direction and supervision of the D.E. teacher-coordinator.

Signed _____

SPECIFIC TASKS	Class	Simulated Store	School Store	Observation	DECA	OJT Pd.	OJT Non Pd.	Level of Competency Development E-Excellent M-Average S-Superior U-Unsatisfactory Student	Teacher
1. Reorders basic stocks.									
2. Helps buyer in selecting of merchandise.									
3. Talks to manufacturer representatives and reviews their merchandise lines.									
4. Supervises department sales force.									
5. Trains new personnel in department.									
6. Arranges schedules and break times for sales force.									
7. Gives sales force product information, department advertising information, and new policy and procedure information.									
8. Supervises department merchandise displays.									
9. Writes initial advertising copy information.									
10. Decides when to mark down merchandise.									
11. Supervises merchandise markdowns.									
12. Returns damaged goods to manufacturers.									
13. Helps salesperson with any difficult sales where additional merchandise information is required.									
14. Helps sales force at peak periods.									
15. Supervises the merchandise fixture arrangements on the sales floor.									
16. Works closely with branch or suburban department managers, providing them necessary information and coordinating their efforts.									
17. Keeps check of fast and slow moving items, recommending to buyer their reorder, marking-									

SPECIFIC TASKS	Class	Simulated Store	School Store	Observation	DECA	OJT Pd.	OJT Non Pd.	Level of Competency Development E-Excellent M-Average S-Superior U-Unsatisfactory Student	Teacher
17. down or transfer from one store to another.									
18. Keeps check on the movement of department's merchandise from point of receiving to getting it on the selling floor.									
19. Acts for the buyer in his absence.									
20. Writes purchase orders.									
21. Writes merchandise order cancellations.									
22. Matches receiving papers with buyer's orders.									
23. Places special orders and follows through on their delivery.									
24. Supervises periodic inventories of stock on selling floor and in stockroom.									
25. Compiles necessary department reports.									
26. Shops competitive departments in the city and reports to buyer.									
27. Supervises work of department stock people.									
28. Trains new stock people.									
29. Retickets merchandise.									
TASKS RELATED TO DISPLAY									
1. Gather products or merchandise from department for display man.									
2. Set up department displays of merchandise determined by buyer.									
3. Set up department displays of sales items.									
4. Set up merchandise on shelves or floor attractively and neatly.									
5. Return display merchandise to stock.									
6. Coordinate displays of advertised and featured merchandise.									

TASKS RELATED TO DISPLAY	Class	Simulated Store	School Store	Observation	DECA	OJT Pd.	OJT Non Pd.	Level of Competency Development E-Excellent S-Superior M-Average U-Unsatisfactory Student	Level of Competency Development E-Excellent S-Superior M-Average U-Unsatisfactory Teacher
7. Color coordinate department displays with floor-wide or store-wide themes.									
TASKS RELATED TO ADVERTISING									
1. Supply customers information on advertised items.									
2. Display advertised merchandise in the department.									
3. Inform salespeople involved about advertised merchandise.									
4. Post copy of ad for salespeople's information.									
5. Coordinate displays with ads.									
6. Keep result files on department ads.									
7. Promote advertised merchandise.									
8. Fill telephone or mail orders in response to ads.									
9. Order merchandise to back up ads.									
10. Read your own and competitor's newspaper ads.									
11. Shop competitor's advertised merchandise for price, quality, comparison, etc.									
TASKS RELATED TO STOCK									
1. Repair stock.									
2. Clean, dust, cover stock.									
3. Reticket stock.									
4. Check department for depleted stock.									
5. Check stockroom for depleted stock.									
6. Fill in floor fixtures or bins.									
7. Fill in stockroom.									
8. Rearrange stock in department.									
9. Keep stock in stockroom organized and accessible.									
10. Send stock to branch stores.									
11. Take stock counts.									

TASKS RELATED TO STOCK	Class	Simulated Store	School Store	Observation	DECA	OJT Pd.	OJT Non Pd.	Level of Competency Development E-Excellent M-Average S-Superior U-Unsatisfactory Student	Level of Competency Development E-Excellent M-Average S-Superior U-Unsatisfactory Teacher
12. Initiate stock counts.									
13. Reorder from stock counts.									
14. Correct stock control books from stock counts.									
15. Take physical stock inventory.									
16. Reorder basic stocks.									
17. Mark-up (and record) stock.									
18. Mark-down (and record) stock.									
19. Initiate stock transfers from one store or department.									
20. Check in and inspect stock for damages or shortages.									
21. Ticket or mark stock.									
TASKS RELATED TO CUSTOMER CONTACTS									
1. Give customers directions.									
2. Make exchanges of merchandise for customers.									
3. Give customer cash refund or charge credits.									
4. Adjust customer's complaints and grievances.									
5. Supply customer with information by telephone.									
6. Advise customer on current fashions.									
Use additional sheets to list other tasks and to provide space for comments by the students and/or the teacher-coordinator.									

TRAINING PLAN - DEPARTMENT MANAGER - DEPARTMENT STORE

The undersigned student agrees to participate in simulated and/or real occupational experiences that will develop competencies to perform the tasks detailed on this training plan. These experiences will be under the direction and supervision of the D.E. teacher-coordinator.

Signed _____

SPECIFIC TASKS	Class	Simulated Store	School Store	Observation	DECA	OJT		Level of Competency Development E-Excellent M-Average S-Superior U-Unsatisfactory	
						Pd.	Non Pd.	Student	Teacher
1. Supervises an efficient and productive sales force.									
2. Supervises personnel in stock handling.									
3. Recommends purchase of new stock.									
4. Assists a salesperson in closing a sale whenever possible									
5. Evaluates salespeople according to efficiency, conduct and productivity.									
6. Schedules salespeople for adequate sales coverage.									
7. Recommends promotions and transfers of employees.									
8. Arranges for adjustment of price errors.									
9. Supervises handling of incoming stock and checks quantities.									
10. Orders movement of merchandise from receiving room to stockroom or salesfloor and directs its arrangement.									
11. Informs salespeople of origin, price, quality and location of each article.									
12. Makes frequent and thorough inspection of stock.									
13. Checks resultant sales of advertising to determine its effectiveness.									
14. Trains employees on the job.									
15. Purchases or requisitions supplies for sales force.									
16. Handles the day's receipts.									
17. Approves checks and merchandise returns and exchanges.									
18. Conducts department meetings to provide employees with needed information.									

SPECIFIC TASKS	Class	Simulated Store	School Store	Observation	DECA	OJT Pd.	OJT Non Pd.	Level of Competency Development E-Excellent M-Average S-Superior U-Unsatisfactory Student	Teacher
19. Makes price changes for damaged merchandise.									
20. Informs buyer of fast-moving items.									
21. Supervises stock counts at buyer's request or initiates them.									
22. Supervises periodic inventories.									
23. Works with advertising and display departments on sales promotion.									
24. Shops the market with buyer.									
25. Keeps floor area and stock arranged in the most salable and eye-appealing manner.									
TASKS RELATED TO DISPLAY									
1. Gather products or merchandise from department for display man.									
2. Set up department displays of merchandise determined by buyer.									
3. Set up department displays of sales items.									
4. Set up merchandise on shelves or floor attractively and neatly.									
5. Set up island displays or ledge displays.									
6. Dress showcases.									
7. Schedule display for department.									
8. Return display merchandise to stock.									
9. Coordinate displays of advertised and featured merchandise.									
10. Color coordinate department displays with floor-wide or store-wide themes.									
TASKS RELATED TO ADVERTISING									
1. Supply customers information on advertised items.									
2. Display advertised merchandise in the department.									

TASKS RELATED TO ADVERTISING	Class	Simulated Store	School Store	Observation	DECA	O.J.T. Pd.	O.J.T. Non Pd.	Level of Competency Development E-Excellent M-Average S-Superior U-Unsatisfactory Student	Level of Competency Development E-Excellent M-Average S-Superior U-Unsatisfactory Teacher
3. Inform salespeople involved about advertised merchandise.									
4. Post copy of ad for salespeople's information.									
5. Coordinate displays with ads.									
6. Keep result files on department ads.									
7. Promote advertised merchandise.									
8. Fill telephone or mail orders in response to ads.									
9. Try to obtain manufacturer help on cost of ad.									
10. Order merchandise to back-up ad.									
11. Read your own and competitor's newspaper ads.									
12. Shop competitor's advertised merchandise for price, quality, comparison, etc.									
13. Place ads (tear sheets) in strategic areas in store.									
TASKS RELATED TO STOCK									
1. Repair stock.									
2. Clean, dust, cover stock.									
3. Reticket stock.									
4. Check department for depleted stock.									
5. Check stockroom for depleted stock.									
6. Fill in floor fixtures & bins.									
7. Fill in stockroom.									
8. Rearrange stock in department.									
9. Keep stock in stockroom organized and accessible.									
10. Take stock counts.									
11. Initiate stock counts.									
12. Reorder from stock counts.									
13. Correct stock control books from stock counts.									
14. Take physical stock inventory.									

TASKS RELATED TO STOCK	Class	Simulated Store	School Store	Observation	DECA	OJT Pd.	OJT Non Pd.	Level of Competency Development E-Excellent M-Average S-Superior U-Unsatisfactory Student	Level of Competency Development E-Excellent M-Average S-Superior U-Unsatisfactory Teacher
15. Reorder basic stocks.									
16. Mark-up (and record) stock.									
17. Mark-down (and record) stock.									
18. Check on and inspect stock for damages or shortages.									
19. Ticket or mark stock.									
TASKS RELATED TO CUSTOMER CONTACTS									
1. Give customers directions.									
2. Make customer exchanges.									
3. Give customer cash refunds or charge credits.									
4. Adjust customer's complaints and grievances.									
5. Gift-wrap customers' packages.									
6. Give demonstrations									
7. Supply customer with information by telephone.									
8. Advises customer on current fashions.									
Use additional sheets to list other tasks and to provide space for comments by the students and/or the teacher-coordinator.									

TRAINING PLAN - ASSISTANT RECEIVING MANAGER - DEPARTMENT STORE

The undersigned student agrees to participate in simulated and/or real occupational experiences that will develop competencies to perform the tasks detailed on this training plan. These experiences will be under the direction and supervision of the D.E. teacher-coordinator.

Signed _____

SPECIFIC TASKS	Class	Simulated Store	School Store	Observation	DECA	OJT Pd.	OJT Non Pd.	Level of Competency Development E-Excellent S-Superior M-Average U-Unsatisfactory Student	Teacher
1. Checks with carriers for lost merchandise.									
2. Supervises receiving clerks.									
3. Makes claims for damages, shortages and overcharges.									
4. Supervises the quick forwarding of merchandise to proper department checking and marking areas.									
5. Trains new traffic and receiving employees.									
6. Supervises record-keeping of incoming merchandise.									
7. Tracks down non-delivered merchandise.									
8. Schedules the working hours and reliefs of employees.									
9. Works with buyers on complaints of missing and damaged merchandise.									
10. Routes return-to-vendor merchandise.									
TASKS RELATED TO STOCK									
1. Repair stock.									
2. Reticket stock.									
3. Fill in stockroom.									
4. Rearrange stock in department.									
5. Keep stock in stockroom organized and accessible.									
6. Send stock to branch stores.									
7. Take stock counts.									
8. Mark-up (and record) stock.									
9. Mark-down (and record) stock.									
10. Initiate stock transfers from one store or department to another.									
11. Check on and inspect stock for damages or shortages.									
12. Ticket or mark stock.									

TASKS RELATED TO STOCK	Class	Simulated Store	School Store	Observation	DECA	OJT Pd.	OJT Non Pd.	Level of Competency Development E-Excellent S-Superior M-Average U-Unsatisfactory Student	Level of Competency Development E-Excellent S-Superior M-Average U-Unsatisfactory Teacher
13. Take physical stock inventory.									
TASKS RELATED TO ADVERTISING									
1. Supply customers information on advertised items.									
2. Read your own and competitor's newspaper ads.									
TASKS RELATED TO CUSTOMER CONTACTS									
1. Give customers directions.									
Use additional sheets to list other tasks and to provide space for comments by the students and/or the teacher-coordinator.									

TRAINING PLAN - ASSISTANT DISPLAY MANAGER - DEPARTMENT STORE

The undersigned student agrees to participate in simulated and/or real occupational experiences that will develop competencies to perform the tasks detailed on this training plan. These experiences will be under the direction and supervision of the D.E. teacher-coordinator.

Signed _____

SPECIFIC TASKS	Class	Simulated Store	School Store	Observation	DECA	OJT Pd.	OJT Non Pd.	Level of Competency Development E-Excellent S-Superior M-Average U-Unsatisfactory Student	Level of Competency Development E-Excellent S-Superior M-Average U-Unsatisfactory Teacher
1. Oversees preparation of display sets.									
2. Gathers suitable merchandise from different departments for display.									
3. Arranges displays of merchandise in store windows or showcases which will feature selling points.									
4. Receives directions via sketches or verbally.									
5. Supervises cleaning of display windows and fixtures.									
6. Supervises making of necessary backgrounds or designs.									
7. Removes existing display and returns merchandise to proper departments.									
8. Coordinates and accessorizes merchandise for displays.									
9. Learns the points to be stressed about each article.									
10. Trims show window or showcase.									
11. Arranges background of paper, wallboard or drapes.									
12. Groups merchandise to please the eye.									
13. Supervises helpers.									
14. Learns about seasonal sales, coming advertisements, current events.									
15. Dresses mannequins for displays.									
16. Designs and sketches displays.									
17. Trains display helpers.									
18. Keeps informed on current fashions.									
19. Assists in developing store-wide display themes.									
20. Oversees the setting up of backgrounds and scenery for fashion shows and other special events.									

SPECIFIC TASKS	Class	Simulated Store	School Store	Observation	DECA	OJT Pd.	OJT Non Pd.	Level of Competency Development E-Excellent S-Superior M-Average U-Unsatisfactory Student	Teacher
21. Supervises the housekeeping or cleaning duties connected with displays.									
22. Orders display supplies and equipment.									
23. Learns if enough merchandise is available to warrant the expense of advertising.									
TASKS RELATED TO ADVERTISING									
1. Coordinate displays with ads.									
2. Read your own and competitor's newspaper ads.									
3. Develop props and sets for television shows, fashion shows and other special events.									
Use additional sheets to list other tasks and to provide space for comments by the students and/or the teacher-coordinator.									

TRAINING PLAN - ASSISTANT CREDIT MANAGER - DEPARTMENT STORE

The undersigned student agrees to participate in simulated and/or real occupational experiences that will develop competencies to perform the tasks detailed on this training plan. These experiences will be under the direction and supervision of the D.E. teacher-coordinator.

Signed _____

SPECIFIC TASKS	Class	Simulated Store	School Store	Observation	DECA	OJT Pd.	OJT Non Pd.	Level of Competency Development E-Excellent S-Superior M-Average U-Unsatisfactory Student	Teacher
1. Approves or rejects accounts.									
2. Assists manager in record keeping.									
3. Arranges extension of time for paying accounts.									
4. Acts for credit manager in his absence.									
5. Interviews and obtains information from new applicants for credit.									
6. Obtains information from credit bureaus and applicants' references.									
7. Trains new employees.									
8. Prepares reports.									
9. Supplies credit bureau and bureau members with customer credit information.									
10. Analyzes and ages accounts for credit bureau.									
11. Receives payments on merchandise in lay-away.									
12. Sets up accounts or makes arrangements for contracts within the Industrial Sales Division (sells to hotels, restaurants, and others).									
13. Reports to management on Industrial Division Accounts.									
14. Interviews potential employees.									
15. Helps in preparing plans for soliciting new accounts.									
16. Helps with preparing a six-month budget for the accounts receivable division.									
17. Types letters to customers with delinquent accounts.									
18. Receives payments on bills from customers.									
19. Answers charge-phone for credit authorization.									

SPECIFIC TASKS	Class	Simulated Store	School Store	Observation	DECA	OJT Pd.	OJT Non Pd.	Level of Competency Development E-Excellent S-Superior M-Average U-Unsatisfactory Student	Level of Competency Development E-Excellent S-Superior M-Average U-Unsatisfactory Teacher
20. Sets up addressograph plates to send out statements.									
21. Orders customer charge plates.									
22. Writes letters to customers to reactivate accounts.									
TASKS RELATED TO CUSTOMER CONTACTS									
1. Give customers directions.									
2. Give customer cash refunds or charge credits.									
3. Adjust customer's complaints and grievances.									
4. Supply customer with information by telephone.									
5. Interview customer during credit application.									
Use additional sheets to list other tasks and to provide space for comments by the students and/or the teacher-coordinator.									

TRAINING PLAN - HEAD GROCERY CLERK - FOOD STORE

The undersigned student agrees to participate in simulated and/or real occupational experiences that will develop competencies to perform the tasks detailed on this training plan. These experiences will be under the direction and supervision of the D.E. teacher-coordinator.

Signed _____

SPECIFIC TASKS	Class	Simulated Store	School Store	Observation	DECA	OJT Pd.	OJT Non Pd.	Level of Competency Development E-Excellent S-Superior M-Average U-Unsatisfactory Student	Teacher
1. Makes work assignments for grocery clerks.									
2. Evaluates performance of grocery clerks.									
3. Promotes a team effort on the part of the grocery departmental staff.									
4. Recommends scheduling requirements to store manager.									
5. Writes orders for grocery department.									
6. Gives completed inventory order of grocery department to store manager.									
7. Supervises and participates in unloading grocery warehouse trucks.									
8. Supervises and participates in the cutting of cases and price-marking of grocery merchandise to be stocked on shelves.									
9. Checks all warehouse and direct-store deliveries as they are delivered to the store.									
10. Assigns to grocery clerks their particular sections to stock.									
11. Supervises proper care of the stockroom.									
12. Supervises the cleaning of shelves and floors in grocery department.									
13. Reports malfunction of refrigeration and grocery department equipment.									
14. Sorts and stores damaged or spoiled goods for pickup by vendors.									
15. Supervises price changes in grocery department as itemized by store manager.									
16. Assigns and participates in the building of displays for the grocery department in									

SPECIFIC TASKS	Class	Simulated Store	School Store	Observation	DECA	OJT Pd.	OJT Non Pd.	Level of Competency Development E-Excellent S-Superior M-Average U-Unsatisfactory Student	Level of Competency Development E-Excellent S-Superior M-Average U-Unsatisfactory Teacher
16. accord with the display plan prepared by store manager.									
17. Reports pilferage or theft to manager or security officer.									
18. Supervises the dismantling of displays.									
19. Reports out-of-stock conditions and late deliveries of grocery stock to store manager.									
20. Assists customers in locating merchandise.									
21. Refers customers complaints and requests to manager.									
22. Bags groceries and assists customer out of store.									
23. Acts as cashier when assigned.									
24. Maintains a section of stock in the grocery department.									
25. Assists in the training and orientation of all grocery clerks.									
26. Advises store manager on turnover of grocery items.									
27. Prepares stockroom and grocery area for inventory.									
28. Attends store meetings and makes recommendations on grocery promotion plans.									
29. Runs random check on prices and allocation of space on grocery items.									
30. Checks grocery department for proper rotation of merchandise.									
31. Supervises and assists in scheduled cleaning of refrigeration equipment in grocery department.									
TASKS RELATED TO DISPLAY									
1. Gathers products or merchandise from salesfloor or stockroom for displays.									
2. Sets up department displays of merchandise.									
3. Sets up department displays of sale items or specials.									

TASKS RELATED TO DISPLAY	Class	Simulated Store	School Store	Observation	DECA	OJT Pd.	OJT Non Pd.	Level of Competency Development E-Excellent S-Superior M-Average U-Unsatisfactory Student	Level of Competency Development E-Excellent S-Superior M-Average U-Unsatisfactory Teacher
4. Sets up merchandise on shelves or floor attractively and neatly.									
5. Returns display merchandise to stock.									
6. Coordinates displays of advertised and featured merchandise.									
7. Cuts cases for display.									
8. Puts shelf price tags in moldings.									
9. Makes, paints and puts up display signs.									
10. Puts up pre-made signs on displays.									
11. Attractively wraps and packages products for most effective displays.									
12. Puts signs in windows.									
13. Stores display materials.									
14. Calls customer's attention to displays of specials.									
15. Schedules vendors and manufacturer representative to build special displays.									
16. Locates displays in best traffic areas.									
17. Trims stock for better appearance.									
TASKS RELATED TO ADVERTISING									
1. Supplies customers information on advertised items.									
2. Highlights advertised items on shelves in the department.									
3. Informs store employees about advertised merchandise.									
4. Keeps results on store ads.									
5. Orders merchandise to back up ads.									
6. Reads own and competitor's newspaper ads.									
7. Shops competitor's advertised merchandise for price, quality and comparison.									

TASKS RELATED TO ADVERTISING	Class	Simulated Store	School Store	Observation	DECA	OJT Pd.	OJT Non Pd.	Level of Competency Development E-Excellent M-Average S-Superior U-Unsatisfactory Student	Teacher
8. Posts current ads in heavy traffic areas in store.									
9. Places advertising pamphlets or brochures in prominant places.									
10. Collects newspaper coupons from customers and keeps a record of them.									
11. Gives customers mailers - or circulars - who did not receive them and gets their addresses for future mailings.									
12. Sees that the store receives proper advertising allowances from vendors and manufacturers.									
13. Gives demonstrations of advertised merchandise.									
TASKS RELATED TO STOCK									
1. Tickets or marks stock.									
2. Checks shelves for depleted stock and fills in.									
3. Checks stockroom for depleted stock and fills in.									
4. Rearranges stock in department.									
5. Keeps stock in stockroom organized and accessible.									
6. Takes stock counts.									
7. Supervises stock counts.									
8. Reorders from stock counts.									
9. Corrects stock control books from stock counts.									
10. Keeps perpetual stock inventory.									
11. Takes physical stock inventory.									
12. Changes prices on stock, marking up or down according to price changes.									
13. Checks on and inspects stock for damages, shortages, spoilage and breakage.									
14. Rotates stock on selling floor and in stockroom for best sales - according to coded date.									

TASKS RELATED TO STOCK	Class	Simulated Store	School Store	Observation	DECA	OJT Pd.	OJT Non Pd.	Level of Competency Development E-Excellent M-Average S-Superior U-Unsatisfactory Student	Level of Competency Development E-Excellent M-Average S-Superior U-Unsatisfactory Teacher
15. Unloads trucks.									
16. Orders products or merchandise upon repeated customer requests.									
17. Checks in stock received and places in stockroom or on selling shelves.									
18. Cleans and dusts stock.									
TASKS RELATED TO CUSTOMER CONTACTS									
1. Gives customers directions.									
2. Adjusts customer's complaints and grievances.									
3. Gives demonstrations or cooking instruction.									
4. Supplies customers with information by telephone.									
5. Carries grocery bags to car for customer.									
6. Takes details of customer accident in store.									
7. Makes refunds.									
8. Gives free samples.									
9. Authorizes checks.									
Use additional sheets to list other tasks and to provide space for comments by the students and/or the teacher-coordinator.									

TRAINING PLAN - HEAD PRODUCE CLERK - FOOD STORE

The undersigned student agrees to participate in simulated and/or real occupational experiences that will develop competencies to perform the tasks detailed on this training plan. These experiences will be under the direction and supervision of the D.E. teacher-coordinator.

Signed _____

SPECIFIC TASKS	Class	Simulated Store	School Store	Observation	DECA	OJT Pd.	OJT Non Pd.	Level of Competency Development E-Excellent S-Superior M-Average U-Unsatisfactory Student	Level of Competency Development E-Excellent S-Superior M-Average U-Unsatisfactory Teacher
1. Prepares orders of produce items and submits them to store manager.									
2. Prepares orders of produce items and submits them to warehouse or supplier.									
3. Plans produce rack layout and special produce displays.									
4. Instructs produce clerks on the layout and display plans.									
5. Assists in receiving and unloading of produce deliveries.									
6. Checks invoices and delivery tickets for proper pricing, weights and quantities.									
7. Rejects unsatisfactory merchandise and sends back to supplier.									
8. Requests credits or adjustment from warehouse or supplier on unsatisfactory produce.									
9. Directs and assists in prepacking, weighing, and displaying produce.									
10. Directs and participates in pricing of merchandise.									
11. Takes remedial action on distressed produce items by special pricing or special display or disposal of items.									
12. Is responsible for produce department profits.									
13. Controls profit by proper buying, inventory control and decisive remedial action on distressed merchandise.									
14. Schedules personnel staffing for produce department.									
15. Makes work assignments to personnel for efficient departmental production.									
16. Checks on proper pricing and product rotation.									

SPECIFIC TASKS	Class	Simulated Store	School Store	Observation	DECA	OJT Pd.	OJT Non Pd.	Level of Competency Development E-Excellent S-Superior A-Average U-Unsatisfactory Student	Level of Competency Development E-Excellent S-Superior A-Average U-Unsatisfactory Teacher
17. Plans special department promotions in cooperation with store manager.									
18. Supervises cleaning and maintenance of produce sales area, working area, and coolers.									
19. Directs decoration of produce sales area.									
20. Orders film, trays, bags, bands, price labels and linens for department.									
21. Prepares price lists for checkers on produce items not pre-priced or pre-weighed in sales area.									
22. Assists customers in the selection of produce and its proper weighing.									
23. Trains produce clerks in the details of the performance of their jobs.									
24. Provides produce clerks with product information.									
25. Establishes packaging size requirements for department.									
26. Directs the grading of produce items for packaging, pricing, and sale.									
27. Checks temperature control of refrigerated cases.									
28. Advises store manager of any malfunctioning equipment.									
29. Advises store manager on personnel requirements for the department.									
30. Handles customer's requests and complaints or gives them to the store manager.									
31. Evaluates the performance of produce clerks.									
32. Takes inventory of department as directed.									
33. Prepares reports on departmental activity.									
34. Attends store meetings.									
35. Assists store manager in planning special produce sales and promotions.									

SPECIFIC TASKS	Class	Simulated Store	School Store	Observation	DECA	OJT Pd.	OJT Non Pd.	Level of Competency Development E-Excellent S-Superior A-Average U-Unsatisfactory Student	Teacher
36. Receives product information from store manager or field supervisor.									
37. Analyzes sales and profit statements for problem areas in order to take remedial action.									
TASKS RELATED TO DISPLAY									
1. Gathers products or merchandise from salesfloor or stockroom for displays.									
2. Sets up department displays of merchandise.									
3. Sets up merchandise on sale items or specials.									
4. Sets up merchandise on shelves or floor attractively and neatly.									
5. Returns display merchandise to stock.									
6. Coordinates displays of advertised and featured merchandise.									
7. Cuts cases for display.									
8. Puts shelf price tags in moldings.									
9. Makes, paints and puts up display signs.									
10. Puts up pre-made signs on displays.									
11. Attractively wraps and packages products for most effective displays.									
12. Puts signs in windows.									
13. Stores display materials.									
14. Calls customer's attention to displays of specials.									
15. Locates displays in best traffic areas.									
16. Trims stock for better appearance.									
TASKS RELATED TO ADVERTISING									
1. Supplies customers information on advertised items.									
2. Highlights advertised items on shelves in the department.									

TASKS RELATED TO ADVERTISING	Class	Simulated Store	School Store	Observation	DECA	OJT Pd.	OJT Non Pd.	Level of Competency Development E-Excellent S-Superior M-Average U-Unsatisfactory Student	Level of Competency Development E-Excellent S-Superior M-Average U-Unsatisfactory Teacher
3. Informs store employees about advertised merchandise.									
4. Keeps results on store ads.									
5. Orders merchandise to back up ads.									
6. Reads own and competitors' newspaper ads.									
7. Shops competitors' advertised merchandise for price, quality and comparison.									
8. Posts current ads in heavy traffic areas in store.									
9. Places advertising pamphets or brochures in prominent places.									
TASKS RELATED TO STOCK									
1. Tickets or marks stock.									
2. Checks selling floor shelves for depleted stock and fills in.									
3. Checks stockroom for depleted stock and fills in.									
4. Rearranges stock in department.									
5. Keeps stock in stockroom organized and accessible.									
6. Takes stock counts.									
7. Supervises stock counts.									
8. Reorders from stock counts.									
9. Takes physical inventory.									
10. Changes prices on stock.									
11. Checks on and inspects stock for damages, shortages, spoilage and breakage.									
12. Rotates stock on selling floor and in stockroom for best sales.									
13. Unloads trucks.									
14. Orders products or merchandise upon repeated customer requests.									
15. Checks in stock received and places in stockroom or on selling shelves.									
16. Cleans and dusts stock.									

TASKS RELATED TO CUSTOMER CONTACTS	Class	Simulated Store	School Store	Observation	DECA	OJT Pd.	OJT Non Pd.	Level of Competency Development E-Excellent M-Average S-Superior U-Unsatisfactory Student	Level of Competency Development E-Excellent M-Average S-Superior U-Unsatisfactory Teacher
1. Gives customers directions.									
2. Adjusts customer's complaints and grievances.									
3. Gives demonstrations or cooking instructions.									
4. Supplies customer with information by telephone.									
5. Carries grocery bags to car for customer.									
6. Makes refunds.									
Use additional sheets to list other tasks and to provide space for comments by the students and/or the teacher-coordinator.									

TRAINING PLAN - PERSONNEL MANAGER - VARIETY STORE

The undersigned student agrees to participate in simulated and/or real occupational experiences that will develop competencies to perform the tasks detailed on this training plan. These experiences will be under the direction and supervision of the D.E. teacher-coordinator.

Signed _____

SPECIFIC TASKS	Class	Simulated Store	School Store	Observation	DECA	OJT		Level of Competency Development E-Excellent M-Average S-Superior U-Unsatisfactory	
						Pd.	Non Pd.	Student	Teacher
1. Interviews job applicants, investigates references and hires employees.									
2. Recommends promotions or salary increases to management.									
3. Arranges transfers of employees to fill vacancies.									
4. Enforces rules of dress and conduct.									
5. Listens to employee complaints and adjusts grievances.									
6. Recommends systems improvements - wage rates, hours, working conditions.									
7. Reviews promotions, transfers or dismissals.									
8. Maintains personnel and payroll records.									
9. Schedules and budgets employee working hours.									
10. Trains new employees in store systems and procedures.									
11. Supervises the paperwork for lay-aways.									
12. Receives payments for lay-aways from customers.									
13. Handles "lost and found" items.									
14. Assists in taking care of employees' or customer accidents which occur in the store.									
15. Supervises and relieves the switchboard operator.									
16. Supervises salespeople during busy times, seeing that sales floor is covered.									
17. Handles customers' complaints									
18. Authorizes customers' checks and refunds.									
19. Helps with shoplifting cases.									
20. Takes charge of store meetings for employees.									

SPECIFIC TASKS	Class	Simulated Store	School Store	Observation	DECA	OJT Pd.	OJT Non Pd.	Level of Competency Development E-Excellent M-Average S-Superior U-Unsatisfactory Student	Level of Competency Development E-Excellent M-Average S-Superior U-Unsatisfactory Teacher
21. Checks to see that policies are followed by all employees.									
TASKS RELATED TO DISPLAY									
1. Set up counter displays of items.									
2. Set up department displays of sale items.									
3. Set up merchandise on shelves or floor attractively and neatly.									
4. Display showcases.									
5. Restock counter or fixtures.									
6. Coordinate displays of advertised and featured merchandise.									
7. Purchase display supplies.									
8. Direct the setting up of displays.									
9. Inspect and approve displays.									
10. Call attention to display specials.									
11. Plan coordinated window displays and interior displays.									
12. Rearrange displays of merchandise to encourage higher rate of stock turnover.									
TASKS RELATED TO ADVERTISING									
1. Supply customers information on advertised items.									
2. Display advertised merchandise in the department.									
3. Inform salespeople involved about advertised merchandise.									
4. Order merchandise to back up ad.									
5. Read own and competitor's newspaper ads.									
6. Point out advertised merchandise to customer and emphasize its selling points.									
TASKS RELATED TO STOCK									
1. Repair stock.									
2. Clean, dust, cover stock.									
3. Reticket stock.									

TASKS RELATED TO STOCK	Class	Simulated Store	School Store	Observation	DECA	OJT Pd.	OJT Non Pd.	Level of Competency Development E-Excellent S-Superior M-Average U-Unsatisfactory Student	Level of Competency Development E-Excellent S-Superior M-Average U-Unsatisfactory Teacher
4. Check department for depleted stock.									
5. Check stockroom for depleted stock.									
6. Fill in floor fixtures or bins.									
7. Fill in stockroom.									
8. Rearrange stock in department.									
9. Keep stock in stockroom organized and accessible.									
10. Make special orders.									
11. Take stock counts.									
12. Initiate stock counts.									
13. Reorder from stock counts.									
14. Correct stock control books from stock counts.									
15. Take physical stock inventory.									
16. Reorder basic stock.									
17. Mark-up (and record) stock.									
18. Mark-down (and record) stock.									
19. Ticket or mark stock.									
20. Inspect perishable stocks - food items - for freshness.									
TASKS RELATED TO CUSTOMER CONTACTS									
1. Give customers directions.									
2. Make exchanges of merchandise for customers.									
3. Give cash refunds or charge credits to customers.									
4. Adjust customers' complaints and grievances.									
5. Supply customers with information by telephone.									
6. Authorize customers' checks.									
Use additional sheets to list other tasks and to provide space for comments by the students and/or the teacher-coordinator.									

TRAINING PLAN - COMMISSIONED SALESPERSON - VARIETY STORE

The undersigned student agrees to participate in simulated and/or real occupational experiences that will develop competencies to perform the tasks detailed on this training plan. These experiences will be under the direction and supervision of the D.E. teacher-coordinator.

Signed _____

SPECIFIC TASKS	Class	Simulated Store	School Store	Observation	DECA	OJT Pd.	OJT Non Pd.	Level of Competency Development E-Excellent S-Superior M-Average U-Unsatisfactory Student	Teacher
1. Wraps or bags merchandise.									
2. Replenishes counters or display fixtures with merchandise.									
3. Keeps merchandise neatly arranged.									
4. Sells merchandise in an assigned area.									
5. Writes out saleschecks.									
6. Gives customer sales receipts.									
7. Requisitions stock from stockroom.									
8. Informs proper person of stock shortages.									
9. Takes periodic inventories of stock, calling out or recording onto inventory sheets.									
10. Gives customer store directions or merchandise location directions when requested.									
11. Emphasizes chief selling points of merchandise to customer.									
12. Encourages the sale of related items.									
13. Secures credit authorization.									
14. Trades up, trying to sell higher priced merchandise.									
15. Reorders stock for assigned counters.									
16. Attends weekly meetings in order to learn store policy or new plans.									
17. Stacks "below" counter goods so that they can be brought forward with speed and convenience.									
18. Reports on slow selling items.									
19. Handles routine exchanges and adjustments trying to cultivate customer goodwill and repeat business.									

SPECIFIC TASKS	Class	Simulated Store	School Store	Observation	DECA	OJT Pd.	OJT Non Pd.	Level of Competency Development E-Excellent M-Average S-Superior U-Unsatisfactory Student	Level of Competency Development E-Excellent M-Average S-Superior U-Unsatisfactory Teacher
20. Assists in training new or less experienced associates.									
21. Points out items to customer and assists in sale as she makes her own decision.									
TASKS RELATED TO DISPLAY									
1. Gather merchandise from department for display windows.									
2. Set up counter displays of items.									
3. Set up department displays of sale items.									
4. Set up merchandise on shelves or floor attractively and neatly.									
5. Display showcases.									
6. Restock counter or fixtures.									
7. Return window display merchandise to stock.									
8. Coordinate displays of advertised and featured merchandise.									
9. Purchase display supplies.									
10. Store unused display materials and fixtures.									
11. Direct the setting up of displays.									
12. Inspect and approve displays.									
13. Call attention to display specials.									
14. Plan coordinated window displays and interior displays.									
15. Rearrange displays of merchandise to encourage higher rate of stock turnover.									
TASKS RELATED TO ADVERTISING									
1. Supply customers information on advertised items.									
2. Display advertised merchandise in the department.									
3. Inform salespeople involved about advertised merchandise.									
4. Post copy of ad for salespeople's information.									
5. Order merchandise to back up ad.									

TASKS RELATED TO ADVERTISING	Class	Simulated Store	School Store	Observation	DECA	OJT Pd.	OJT Non Pd.	Level of Competency Development E-Excellent M-Average S-Superior U-Unsatisfactory Student	Level of Competency Development E-Excellent M-Average S-Superior U-Unsatisfactory Teacher
6. Read your own and competitor's newspaper ads.									
7. Shop competitors' advertised merchandise for price, quality and comparison.									
8. Place ad tear sheets in strategic areas in store or department.									
9. Give demonstrations of advertised merchandise.									
10. Approve ad copy and artwork for newspaper ads.									
11. Point out advertised merchandise to customer and emphasize its selling points.									
TASKS RELATED TO STOCK									
1. Clean, dust, cover stock.									
2. Reticket stock.									
3. Check department for depleted stock.									
4. Check stockroom for depleted stock.									
5. Fill in floor fixtures or bins.									
6. Fill in stockroom.									
7. Rearrange stock in department.									
8. Keep stock in stockroom organized and accessible.									
9. Make special orders.									
10. Take stock counts.									
11. Initiate stock counts.									
12. Reorder from stock counts.									
13. Correct stock control books from stock counts.									
14. Take physical stock inventory.									
15. Reorder basic stock.									
16. Mark-up (and record) stock.									
17. Mark-down (and record) stock.									
18. Inspect stock for damages or shortages upon receiving.									
19. Ticket or mark stock.									

TASKS RELATED TO CUSTOMER CONTACTS	Class	Simulated Store	School Store	Observation	DECA	OJT Pd.	OJT Non Pd.	Level of Competency Development E-Excellent M-Average S-Superior U-Unsatisfactory Student	Level of Competency Development E-Excellent M-Average S-Superior U-Unsatisfactory Teacher
1. Give directions to customers.									
2. Make exchanges of merchandise for customers.									
3. Give cash refunds or charge credits to customers.									
4. Adjust customers' complaints and grievances.									
5. Give demonstrations of merchandise for customers.									
6. Supply customers with information by telephone.									
7. Give free samples of merchandise to customers.									
Use additional sheets to list other tasks and to provide space for comments by the students and/or the teacher-coordiantor.									

TRAINING PLAN - SERVICE STATION ASSISTANT - SERVICE STATION

The undersigned student agrees to participate in simulated and/or real occupational experiences that will develop competencies to perform the tasks detailed on this training plan. These experiences will be under the direction and supervision of the D.E. teacher-coordinator.

Signed _____

SPECIFIC TASKS	Class	Simulated Store	School Store	Observation	DECA	OJT Pd.	OJT Non Pd.	Level of Competency Development E-Excellent M-Average S-Superior U-Unsatisfactory Student	Level of Competency Development E-Excellent M-Average S-Superior U-Unsatisfactory Teacher
1. Gives prompt, efficient and courteous service.									
2. Sells gas, motor oil, other petroleum products, lubrication, tires, tubes and retreading, batteries and other automobile accessories.									
3. Checks oil and water and cleans windshield, outside mirrors and rear window while filling gasoline tank.									
4. Checks tires and batteries for any operational difficulty when requested.									
5. Collects cash payment, uses credit card or charges to customer's account.									
6. Refers to lubrication charts and other guides when necessary.									
7. Makes service calls.									
8. Changes and rotates tires.									
9. Puts on and takes off snow chains.									
10. "Charge" batteries.									
11. Keeps service station and restrooms clean.									
12. Gives directions or road maps when requested.									
13. Washes and waxes cars.									
14. Works with gasoline tank truck driver where deliveries are made.									
15. Checks meters and stick measures station's gasoline tanks.									
16. Acts for the manager in his absence.									
17. Helps train new employees.									
18. Helps schedule working hours of employees.									
19. Helps with record-keeping.									

SPECIFIC TASKS	Class	Simulated Store	School Store	Observation	DECA	OJT Pd.	OJT Non Pd.	Level of Competency Development E-Excellent M-Average S-Superior U-Unsatisfactory Student	Level of Competency Development E-Excellent M-Average S-Superior U-Unsatisfactory Teacher
20. Checks stock supply for reordering.									
TASKS RELATED TO DISPLAY									
1. Keeps windows cleaned and displayed with new and appropriate posters and signs.									
2. Purchases any display signs needed.									
3. Calls attention to any displays of specially-priced or reduced parts and accessories - Ex. tire sale.									
4. Arranges various displays of related car products in the station or premises, such as, tire, batteries, windshield wipers, oil and filters.									
5. Turns on electric signs or display lighting.									
6. Directs customer's attention to display racks of maps and places-of-interest pamphlets.									
7. Coordinates displays of parts and accessories with ads or promotional campaigns.									
TASKS RELATED TO ADVERTISING									
1. Keeps informed of the station's advertising and promotions.									
2. Keeps informed of competitor's prices and promotional campaigns.									
3. Promotes the station by giving immediate and courteous service to customers.									
4. Promotes the station by offering customers free or voluntary services.									
5. Promotes customer's confidence by demonstrating parts, accessories or giving information on proper use.									
6. Promotes confidence in the station by keeping grounds, equipment and facilities clean and attractive.									
7. Supplies customers information on advertised items.									

TASKS RELATED TO ADVERTISING	Class	Simulated Store	School Store	Observation	DECA	OJT Pd.	OJT Non Pd.	Level of Competency Development E-Excellent M-Average S-Superior U-Unsatisfactory Student	Level of Competency Development E-Excellent M-Average S-Superior U-Unsatisfactory Teacher
8. Informs station attendants about advertised parts, accessories or services.									
9. Posts copy of ad for station attendants.									
10. Orders stock to back up ad or promotion.									
11. Participates in dealer cooperative advertising program.									
12. Keeps informed of national and regional advertising program of supplier.									
13. Buys spots on local radio and television, places ads in local newspapers, football programs and calendars.									
TASKS RELATED TO STOCK									
1. Repairs stock.									
2. Replenishes service supplies and equipment on pump islands and near pumps.									
3. Replaces stock that has been sold so displays will be complete.									
4. Keeps lube-room well stocked with lubricants, tires, batteries, seat covers, oil and other accessories.									
5. Keeps equipment in lube-room organized and accessible.									
6. Calls vendor(s) if drink or food machines are empty or out-of-order.									
7. Maintains fresh supplies and good variety of candy, snacks, cigarettes, aspirins, etc.									
8. Fills map racks with up-to-date assortment of maps.									
9. Counts stock for reorder.									
10. Keeps restrooms well supplied with soap, towels, etc. and in good repair.									
11. Replaces or repairs old broken equipment.									
12. Helps unload delivery trucks.									
13. Orders special parts or accessories.									

TASKS RELATED TO STOCK	Class	Simulated Store	School Store	Observation	DECA	OJT Pd.	OJT Non Pd.	Level of Competency Development E-Excellent A-Average S-Superior U-Unsatisfactory Student	Level of Competency Development E-Excellent A-Average S-Superior U-Unsatisfactory Teacher
14. Takes physical inventory of stock.									
TASKS RELATED TO CUSTOMER CONTACTS									
1. Gives customers directions.									
2. Adjusts customer's complaints and grievances.									
3. Gives demonstrations of products for customers.									
4. Supplies customer with information by telephone.									
5. Makes suggestions to customers on accessory products for cars.									
6. Makes suggestions as to service needed or necessary repairs.									
7. Gives out advertising products, such as toys, premiums and stamps.									
8. Authorizes checks.									
9. Marks or maps best routes for tourists to follow.									
10. Suggests good restaurants, motels or hotels and points of interest.									
11. Suggests garages for major repairs.									
12. Delivers cars after servicing.									
13. Supplies restroom keys on request.									
Use additional sheets to list other tasks and to provide space for comments by the students and/or the teacher-coordinator.									

TRAINING PLAN - ROUTE SALESMAN - WHOLESALING

The undersigned student agrees to participate in simulated and/or real occupational experiences that will develop competencies to perform the tasks detailed on this training plan. These experiences will be under the direction and supervision of the D.E. teacher-coordinator.

Signed _____

SPECIFIC TASKS	Class	Simulated Store	School Store	Observation	DECA	OJT Pd.	OJT Non Pd.	Level of Competency Development E-Excellent S-Superior A-Average U-Unsatisfactory Student	Teacher
1. Drives truck over established route to deliver, sell or render a service.									
2. Loads truck with products or merchandise.									
3. Drives truck to deliver items to homes.									
4. Drives truck to deliver to businesses.									
5. Calls on perspective customers to solicit new business.									
6. Informs regular customers of new products or services.									
7. Writes delivery orders.									
8. Collects payment for products sold.									
9. Places stock on shelves or racks.									
10. Sets up sale displays and posters.									
11. Picks up empty containers.									
12. Picks up damaged or rejected merchandise.									
13. Stock-counts merchandise for reorders or fill-ins.									
14. Unloads products or merchandise from truck.									
15. Reports equipment breakdowns.									
16. Trains new route salesmen.									
17. Takes special orders by phone.									
18. Gives samples of product or merchandise to customers.									
19. Demonstrates use of products or merchandise.									
20. Prepares and submits necessary reports.									
TASKS RELATED TO DISPLAY									
1. Gathers products or merchandise for displays.									

TASKS RELATED TO DISPLAY	Class	Simulated Store	School Store	Observation	DECA	OJT Pd.	OJT Non Pd.	Level of Competency Development E-Excellent S-Superior M-Average U-Unsatisfactory Student	Level of Competency Development E-Excellent S-Superior M-Average U-Unsatisfactory Teacher
2. Sets up department displays of merchandise.									
3. Sets up department displays of sales items or specials.									
4. Sets up merchandise on shelves or floor attractively and neatly.									
5. Returns display merchandise to stock.									
6. Coordinates displays of advertised and featured merchandise.									
7. Cuts cases for display.									
8. Makes, paints and puts up display signs.									
9. Puts up pre-made signs on displays.									
10. Puts signs in windows									
11. Stores display materials.									
12. Calls customer's attention to displays of specials.									
13. Locates displays in best traffic areas.									
14. Sets up merchandise or products in vending machine or refrigerated unit attractively and neatly.									
15. Rearranges displays of merchandise to encourage higher rate of stock turnover.									
TASKS RELATED TO ADVERTISING									
1. Supplies customers information on advertised items.									
2. Highlights advertised items on shelves in the department.									
3. Informs store employees about advertised merchandise.									
4. Orders merchandise to back up ads.									
5. Reads own and competitor's newspaper ads.									
6. Shops competitor's advertised merchandise for price, quality and comparison.									
7. Posts current ads in heavy traffic areas in store.									

TASKS RELATED TO ADVERTISING	Class	Simulated Store	School Store	Observation	DECA	OJT Pd.	OJT Non Pd.	Level of Competency Development E-Excellent M-Average S-Superior U-Unsatisfactory Student	Level of Competency Development E-Excellent M-Average S-Superior U-Unsatisfactory Teacher
8. Places promotional or contest pamphlets or brochures in prominent places.									
9. Gives customers mailers who did not receive them and gets their addresses for future mailings.									
TASKS RELATED TO STOCK									
1. Tickets or marks stock.									
2. Checks selling floor shelves for depleted stock and fills in.									
3. Relocates stock to different selling area.									
4. Takes stock counts.									
5. Supervises stock counts.									
6. Reorders from stock counts.									
7. Takes physical stock inventory.									
8. Changes prices on stock.									
9. Checks on and inspects stock for damages, shortages, spoilage and breakage.									
10. Rotates stock to push older stocks forward.									
11. Unloads stock from trucks.									
12. Loads stock onto trucks.									
13. Orders products or merchandise upon repeated customer requests.									
14. Checks in stock received and places in stockroom or on selling shelves.									
15. Cleans and dusts stock.									
16. Inspects perishable stocks for freshness.									
TASKS RELATED TO CUSTOMER CONTACTS									
1. Gives customers directions.									
2. Adjusts customer's complaints and grievances.									
3. Supplies customer with information by telephone.									
4. Makes refunds.									

TASKS RELATED TO CUSTOMER CONTACTS	Class	Simulated Store	School Store	Observation	DECA	OJT Pd.	OJT Non Pd.	Level of Competency Development E-Excellent S-Superior M-Average U-Unsatisfactory Student	Level of Competency Development E-Excellent S-Superior M-Average U-Unsatisfactory Teacher
5. Gives free samples of merchandise or product.									
6. Authorizes and/or cashes customer's check.									
7. Gives customer advice or suggestions on use or care of something purchased.									
Use additional sheets to list other tasks and to provide space for comments by the students and/or the teacher-coordinator.									

TRAINING PLAN - VENDING SALESMAN/SUPPLIER - WHOLESALING

The undersigned student agrees to participate in simulated and/or real occupational experiences that will develop competencies to perform the tasks detailed on this training plan. These experiences will be under the direction and supervision of the D.E. teacher-coordinator.

Signed _____

SPECIFIC TASKS	Class	Simulated Store	School Store	Observation	DECA	OJT Pd.	OJT Non Pd.	Level of Competency Development E-Excellent S-Superior M-Average U-Unsatisfactory Student	Teacher
1. Drives truck over established route to refill vending machines at various locations.									
2. Loads truck with products or merchandise.									
3. Calls on perspective customers of new products or service.									
4. Informs regular customers of new products or service.									
5. Fills vending machines with new stock.									
6. Takes from vending machines outdated or old stock.									
7. Collects money from vending machines.									
8. Keeps records of money received from vending machines.									
9. Picks up empty containers (Ex. Drink bottles).									
10. Collects damaged or rejected merchandise.									
11. Reports major equipment breakdowns.									
12. Performs minor equipment repairs.									
13. Trains new vending machine suppliers.									
14. Receives calls for requested fill-ins.									
15. Makes special trips to refill vending machines upon request.									
16. Demonstrates use of vending machines.									
17. Prepares and submits necessary reports.									
18. Makes suggestions to management for additional or new products requested by customers.									
19. Keeps track of best-sellers.									
20. Tries to stimulate sales of slow sellers.									

SPECIFIC TASKS	Class	Simulated Store	School Store	Observation	DECA	OJT Pd.	OJT Non Pd.	Level of Competency Development E-Excellent M-Average S-Superior U-Unsatisfactory Student	Teacher
21. Removes slow-sellers and replaces with better selling merchandise.									
TASKS RELATED TO DISPLAY									
1. Gathers products or merchandise for displays.									
2. Sets up department displays of merchandise.									
3. Sets up department displays of sale items or specials.									
4. Sets up merchandise on shelves or floor attractively and neatly.									
5. Returns display merchandise to stock.									
6. Coordinates display of advertised and featured merchandise.									
7. Cuts cases for display.									
8. Puts shelf price tags in moldings.									
9. Puts up pre-made signs on displays.									
10. Puts signs in windows.									
11. Stores display materials.									
12. Calls customer's attention to displays of specials.									
13. Locates displays in best traffic areas.									
14. Sets up merchandise or products in vending machine or refrigerated unit attractively and neatly.									
15. Rearranges displays of merchandise to encourage higher rate of stock turnover.									
TASKS RELATED TO ADVERTISING									
1. Supplies customers information on advertised items.									
2. Highlights advertised items on shelves in the department.									
3. Informs store employees about advertised merchandise.									
4. Keeps results on store ads.									
5. Reads own and competitor's newspaper ads.									

TASKS RELATED TO ADVERTISING	Class	Simulated Store	School Store	Observation	DECA	OJT Pd.	OJT Non Pd.	Level of Competency Development E-Excellent S-Superior N-Average U-Unsatisfactory Student	Level of Competency Development E-Excellent S-Superior N-Average U-Unsatisfactory Teacher
6. Shops competitor's advertised merchandise for price, quality and comparison.									
7. Posts current ads in heavy traffic areas in store.									
8. Places promotional or contest pamphlets or brochures in prominent places.									
9. Collects merchandise coupons from customers and keeps a record of them.									
10. Gives demonstrations of advertised merchandise.									
11. Points out advertised merchandise to customer and emphasizes its selling points.									
12. Places current ads of products or merchandise on delivery trucks.									
TASKS RELATED TO STOCK									
1. Tickets or marks stock.									
2. Checks selling floor shelves for depleted stock and fills in.									
3. Checks stockroom for depleted stock and fills in.									
4. Relocates stock to a different selling area.									
5. Keeps stock in stockroom organized and accessible.									
6. Changes prices on stock (marks up or down according to price changes).									
7. Checks on and inspects stock for damages, shortages, spoilage and breakage.									
8. Rotates stock to push older stocks forward.									
9. Unloads stock from trucks.									
10. Loads stock onto trucks.									
11. Orders products or merchandise upon repeated customer requests.									
12. Checks in stock received and places in stockroom.									
13. Cleans and dusts stock.									

TASKS RELATED TO STOCK	Class	Simulated Store	School Store	Observation	DECA	OJT Pd.	OJT Non Pd.	Level of Competency Development E-Excellent S-Superior A-Average U-Unsatisfactory Student	Level of Competency Development E-Excellent S-Superior A-Average U-Unsatisfactory Teacher
14. Inspects perishable stocks for freshness.									
TASKS RELATED TO CUSTOMER CONTACTS									
1. Gives directions.									
2. Adjusts customer's complaints and grievances.									
3. Gives demonstrations of merchandise or product.									
4. Supplies customer with information by telephone.									
5. Makes refunds.									
6. Gives free samples of merchandise or product.									
7. Authorizes and/or cashes customer's check.									
8. Gives customer advice or suggestions on use or care of something purchased.									
Use additional sheets to list other tasks and to provide space for comments by the students and/or the teacher-coordinator.									

TRAINING PLAN - ASSISTANT RESTAURANT MANAGER - RESTAURANT

The undersigned student agrees to participate in simulated and/or real occupational experiences that will develop competencies to perform the tasks detailed on this training plan. These experiences will be under the direction and supervision of the D.E. teacher-coordinator.

Signed _____

SPECIFIC TASKS	Class	Simulated Store	School Store	Observation	DECA	OJT Pd.	OJT Non Pd.	Level of Competency Development E-Excellent S-Superior M-Average U-Unsatisfactory Student	Level of Competency Development E-Excellent S-Superior M-Average U-Unsatisfactory Teacher
1. Acts for the manager in his absence.									
2. Orders required foods, supplies and equipment.									
3. Coordinates and directs the work of cooks, chefs, kitchen helpers, waiters and for waitresses.									
4. Employs and discharges personnel.									
5. Instructs and trains dining room and kitchen personnel.									
6. Maintains cost account books.									
7. Confers with chef or cook in planning menus.									
8. Adjusts complaints concerning food or service.									
9. Schedules employees' hours and breaks.									
10. Keeps time and production records.									
11. Arranges catering and other special services.									
12. Inspects dining room, kitchen and equipment for cleanliness and conformity with sanitary regulations.									
13. Is familiar with procedures and techniques of preparing food.									
14. Is familiar with procedures and techniques of serving food.									
15. Sees that food is prepared correctly and kitchen is kept clean.									
16. Keeps day-by-day inventory of food stocks.									
17. Buys food supplies in the market, by mail and by phone.									
18. Maintains accurate knowledge of market prices and price trends.									

TASKS RELATED TO DISPLAY	Class	Simulated Store	School Store	Observation	DECA	OJT Pd.	OJT Non Pd.	Level of Competency Development E-Excellent S-Superior M-Average U-Unsatisfactory Student	Level of Competency Development E-Excellent S-Superior M-Average U-Unsatisfactory Teacher
1. Arranges counter where food is brought to front so that it is neat.									
2. Coordinates displays of advertised and featured menus or dishes.									
3. Purchases display supplies or fixtures.									
4. Displays and invites inspection of kitchen facilities.									
5. Develops lighting arrangements suitable to the nature of dining or eating.									
6. Sees that all dining room personnel are dressed neatly and attractively in clean, well-fitting uniforms.									
7. Wears clean, attractive uniforms in accordance with the policies of the restaurant.									
8. Displays candy, mints and cigarettes in a convenient place.									
9. Turns on electric signs or display lighting.									
10. Displays menu outside for customer to see before entering restaurant and being seated.									
11. Displays posters of special events in the community for tourists to see.									
TASKS RELATED TO CUSTOMER CONTACTS									
1. Gives directions to customers.									
2. Adjusts customers' complaints about food and service.									
3. Receives take-out orders from customers by telephone.									
4. Authorizes customers' bank checks.									
5. Makes suggestions to customers for special dishes, beverages, etc.									
6. Suggests to customers good motels or hotels, points of interest or entertainment.									
7. Contacts club groups to promote banquet or party facilities.									

TASKS RELATED TO CUSTOMER CONTACTS	Class	Simulated Store	School Store	Observation	DECA	OJT Pd.	OJT Non Pd.	Level of Competency Development E-Excellent S-Superior M-Average U-Unsatisfactory Student	Level of Competency Development E-Excellent S-Superior M-Average U-Unsatisfactory Teacher
8. Helps patrons plan banquets, parties or receptions.									
9. Takes reservations.									
10. Gives free samples of certain foods when requested by customer.									
11. Promotes the special of the house.									
12. Delivers food outside restaurant.									
TASKS RELATED TO ADVERTISING									
1. Supplies customers information on advertised foods, dishes or services.									
2. Informs dining room and kitchen personnel involved about advertised foods or dishes.									
3. Posts copy of ads for dining room and kitchen personnel to refer.									
4. Orders foodstuffs to back up advertised or specially promoted menus or dishes.									
5. Reads own and competitor's newspaper ads.									
6. Plans and conducts sales promotion campaigns and advertising.									
7. Approves ad copy and artwork for newspaper ads.									
8. Advertises menu items with attractive and easy-to-read signs.									
9. Develops special dishes, advertises and promotes.									
10. Buys ad spots on local radio and television.									
11. Places ads in local newspapers, bulletins, football programs and calendars.									
12. Keeps informed of competitors' prices and promotional campaigns.									
13. Promotes the restaurant by giving immediate and courteous service to customers.									

TASKS RELATED TO CARE OF FOODS, EQUIPMENT AND SUPPLIES	Class	Simulated Store	School Store	Observation	DECA	OJT		Level of Competency Development E-Excellent M-Average S-Superior U-Unsatisfactory	
						Pd.	Non Pd.	Student	Teacher
1. Checks stockroom for depleted stock.									
2. Keeps food and supplies in stockroom or stock closet organized and accessible.									
3. Replenishes serving table or condiment stand - sugar, napkins, glasses, ice, cream, etc.									
4. Initiates stock counts and reorders from them.									
5. Corrects food and supplies control books from counts.									
6. Takes physical inventory of dishes and other stock supplies.									
7. Reorders basic foodstuffs and supplies.									
8. Inspects foodstuffs for damages or shortages upon receiving.									
9. Fills in records for breakage, requested dishes and missing checks.									
10. Packages take-out orders.									
11. Calls vendors if cigarette or other machines need refilling.									
12. Maintains fresh supply of candy, mints, aspirins, etc.									
13. Keeps restrooms well supplied with soaps, towels, etc., and in good repair.									
14. Checks silver, china and glasses for stains before using.									
Use additional sheets to list other tasks and to provide space for comments by the students and/or the teacher-coordinator.									

TRAINING PLAN - HOSTESS - RESTAURANT

The undersigned student agrees to participate in simulated and/or real occupational experiences that will develop competencies to perform the tasks detailed on this training plan. These experiences will be under the direction and supervision of the D.E. teacher-coordinator.

Signed _____

SPECIFIC TASKS	Class	Simulated Store	School Store	Observation	DECA	OJT		Level of Competency Development E-Excellent M-Average S-Superior U-Unsatisfactory	
						Pd.	Non Pd.	Student	Teacher
1. Greets guests entering dining room.									
2. Asks how many are in the party and where they prefer to sit.									
3. Escorts guests to tables.									
4. Assigns guests to tables so as to best utilize table space and give the appearance of a filled establishment.									
5. Presents menus to guests.									
6. Oversees the activity of waiters, waitresses and busboys - girls.									
7. Inspects dining room, serving stations and equipment for neat appearance and cleanliness.									
8. Directs dining room employees to change table linen or set tables when necessary.									
9. Reserves tables for guests upon request.									
10. Employs and discharges waiters, waitresses and busboys - girls.									
11. Receives and adjusts customers' complaints on food and services.									
12. Schedules working hours of employees.									
13. Instructs and trains dining room employees.									
14. Assigns stations to dining room employees.									
15. Calls attention to mistakes employees have made and helps correct them.									
16. Holds periodic training meetings with dining room personnel.									
17. Waits on tables during rush periods.									

90

SPECIFIC TASKS	Class	Simulated Store	School Store	Observation	DECA	OJT Pd.	OJT Non Pd.	Level of Competency Development E-Excellent M-Average S-Superior U-Unsatisfactory Student	Level of Competency Development E-Excellent M-Average S-Superior U-Unsatisfactory Teacher
18. Prepares reports.									
19. Performs duties of the cashier when necessary.									
20. Orders supplies needed in dining room.									
TASKS RELATED TO DISPLAY									
1. Arranges counter where food is brought to front so that it is neat.									
2. Coordinates displays of advertised and featured menus or dishes.									
3. Sees that all dining room personnel are dressed neatly.									
4. Wears clean, attractive uniforms in accordance with the policies of the restaurant.									
5. Places food on table in an appetizing way.									
6. Displays candy, mints and cigarettes in a convenient place.									
7. Directs customers' attention to displays of maps and places of interest.									
8. Displays posters of special events in the community for tourists to see.									
TASKS RELATED TO ADVERTISING									
1. Supplies customers information on advertised foods, dishes or services.									
2. Fills telephone take-out orders in response to ads.									
3. Reads own and competitor's newspaper ads.									
4. Provides and advertises special facilities for children.									
5. Promotes the restaurant by giving immediate and courteous service to customers.									
6. Points out advertised menus or dishes to customers.									

TASKS RELATED TO CARE OF FOOD, EQUIPMENT AND SUPPLIES	Class	Simulated Store	School Store	Observation	DECA	OJT Pd.	OJT Non Pd.	Level of Competency Development E-Excellent M-Average S-Superior U-Unsatisfactory Student	Level of Competency Development E-Excellent M-Average S-Superior U-Unsatisfactory Teacher
1. Replenishes serving table or condiment stand - sugar, napkins, glasses, ice, cream, etc.									
2. Cleans, folds and has ready the proper menus for the right meal.									
3. Calls vendors if cigarette or other machines need refilling.									
4. Maintains fresh supply of candy, mints, aspirins, etc.									
5. Keeps restrooms well supplied with soaps, towels, etc., and in good repair.									
6. Checks silver, china and glasses for stains before using.									
TASKS RELATED TO CUSTOMER CONTACTS									
1. Gives customers directions.									
2. Adjusts customer's complaints about food and service.									
3. Receives "take-out" orders from customers by telephone.									
4. Authorizes customers' bank checks.									
5. Makes suggestions to customers for special dishes, beverages, etc.									
6. Suggests to customers good motels or hotels, points of interest or entertainment.									
7. Takes reservations.									
8. Gives samples of certain foods when requested by customer.									
9. Promotes the special of the house.									
Use additional sheets to list other tasks and to provide space for comments by the students and/or the teacher-coordinator.									

TRAINING PLAN - ROOM CLERK - HOTEL/MOTEL

The undersigned student agrees to participate in simulated and/or real occupational experiences that will develop competencies to perform the tasks detailed on this training plan. These experiences will be under the direction and supervision of the D.E. teacher-coordinator.

Signed _____

SPECIFIC TASKS	Class	Simulated Store	School Store	Observation	DECA	OJT		Level of Competency Development E-Excellent M-Average S-Superior U-Unsatisfactory	
						Pd.	Non Pd.	Student	Teacher
1. Rents and assigns rooms to guests.									
2. Greets guests and asks what type of room is desired.									
3. Quotes prices of rooms, trying to rent more expensive ones first.									
4. Assists guests in registering for rooms.									
5. Writes room number on registration card.									
6. Summons bellman and gives him room key.									
7. Gives bellman any special instructions.									
8. Keeps record of rooms occupied.									
9. Reserves rooms for guests by consulting reservation file.									
10. Arranges transfer of registered guests to other rooms, making out a transfer slip in duplicate.									
11. Checks out guests.									
12. Receives room key from guests.									
13. Time stamps bill.									
14. Collects payment.									
15. Maintains records of guests' accounts.									
16. Sorts mail.									
17. Informs guests of services available.									
18. Makes future reservations.									
19. Mails reservation acknowledgement to future guests.									
20. Shows and sells room accomodations.									
21. Transmits and receives messages by phone, teletypewriter, etc.									

SPECIFIC TASKS	Class	Simulated Store	School Store	Observation	DECA	OJT Pd.	OJT Non Pd.	Level of Competency Development E-Excellent S-Superior M-Average U-Unsatisfactory: Student	Level of Competency Development E-Excellent S-Superior M-Average U-Unsatisfactory: Teacher
22. Supervises porters in absence of assistant manager.									
23. Sets up tours for guests.									
24. Issues credit application forms.									
25. Watches reservations so the front office will not overlook them.									
26. Trains new front office employees.									
TASKS RELATED TO SALES PROMOTION									
1. Arranges registration desk so that it is neat - never cluttered.									
2. Wears clean, attractive uniforms in accordance with the policies of the hotel or motel.									
3. Displays candy, mints and cigarettes in a convenient place.									
4. Directs customers' attention to displays of maps and places of interest.									
5. Displays posters of special events in the community for tourists to see.									
6. Calls guests' attention to directional signs.									
7. Supplies guests information on advertised services and facilities.									
8. Informs hotel or motel personnel involved about advertised services and facilities.									
9. Reads own and competitor's newspaper or trade journal ads.									
10. Points out advertised services or facilities to guests.									
11. Keeps informed of competitors' prices and promotional campaigns.									
12. Promotes the hotel or motel by giving immediate and courteous service to guests.									
13. Offers guests free copies of community events brochures or entertainment brochures.									

TASKS RELATED TO CARE OF ROOMS, EQUIPMENT, SUPPLIES	Class	Simulated Store	School Store	Observation	DECA	OJT Pd.	OJT Non Pd.	Level of Competency Development E-Excellent M-Average S-Superior U-Unsatisfactory Student	Level of Competency Development E-Excellent M-Average S-Superior U-Unsatisfactory Teacher
1. Calls vendors if cigarette or other machines need refilling.									
2. Maintains fresh supply of candy, mints, aspirins, etc., near front desk.									
TASKS RELATED TO CUSTOMER CONTACTS									
1. Gives directions to guests.									
2. Adjusts guests' complaints about rooms or service.									
3. Authorizes guests' bank checks.									
4. Makes suggestions to guests for entertainment and sightseeing.									
5. Suggests good restaurants to guests.									
6. Takes reservations by phone, mail and telegraph.									
7. Gives telephone messages to guests.									
8. Answers outside inquiries concerning guests.									
Use additional sheets to list other tasks and to provide space for comments by the students and/or the teacher-coordinator.									